RA AUTOMOTIVE
SOFTWARE SOLUTIONS

Silver Snap-Tool
Installation Guide

Version 2026-10-12-r66396

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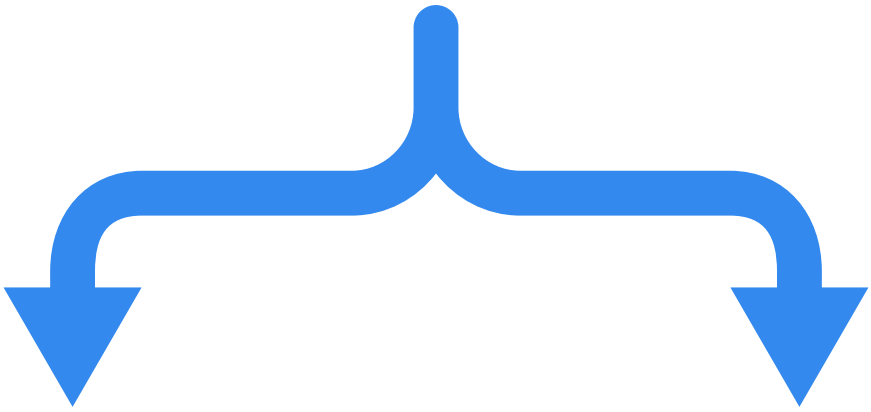
TIP You can always find the latest version of this guide for download (PDF) on https://silversnaptool.com.

1. Getting started

Welcome to **Silver Snap-Tool** brought to you by **RA Automotive Software Solutions, Inc.** and made by RA Consulting.

This guide walks you through the various options for installing or updating the Silver Snap-Tool software and registering your license. So let's proceed!

Please follow the instructions in one of the two columns below,
depending on what you want to do: either a new installation or an update.



NEW INSTALLATION	UPDATE
"My computer has never seen Silver Snap-Tool software and I'd like to install it for the very first time, now."	*"Silver Snap-Tool is already up and running on my computer, but there is a new version available and I need to update."*

In either case, before you go ahead, please don't forget to
quickly check on the requirements and prepare everything you need.

Now, **novice computer users** should definitely always go for the assisted installation method via Silver Snap-Tool Online Installer.

Only expericenced computer users who want to have full control over installation settings, like installation folder or desktop icons, should consider the manual setup.

Company IT departments that care for managed installations on a larger amount of computers will probably find a suitable solution in the unattended method for automated installation.

This one is easy and suits **novice computer users as well as experts**! Silver Snap-Tool and Silver Snap-Tool Pre-Check Viewer will automatically notify you upon startup if a new version is available and ask if you would like to perform the update.

If you do so, the Silver Snap-Tool Online Installer will show up and directly take you to **step 3** of the assisted installation.

IT departments may want to disable this auto-update feature to keep full control over software installations and updates.

That's it!
But should you experience any problems,
please have a look at the troubleshooting section of this guide.

2. Requirements and preparations

Please check the following requirements before proceeding.

1. **Firewall:** If your company restricts internet access through a firewall, you may want to check if your company's firewall settings need to be adjusted for a smooth installation and license registration process. Please see Section 5.1, "Firewall settings" for that.
2. **System requirements:** Please make sure that your computer meets the system requirements of Silver Snap-Tool.
3. **Administrator:** The installation generally requires administrator privileges. This applies to all the installation methods described below. Therefore, it is best to have the login credentials for the administrator account on hand, or ask your IT department to provide them or assist you with the installation.
4. **Distribution Number (DN):** For a first-time installation (as opposed to an update), please ensure that you have your distribution number to hand. You will need it at the latest when you register your license or if you plan to follow the manual installation method. The distribution numbers were sent, along with the full license information, to the person who purchased the software - one distribution number per purchased license.
5. **VCI model:** If you want to use the recommended, assisted installation method via Silver Snap-Tool Online Installer, please note which make and model of vehicle communication interface (VCI) you have purchased (or already own), so that you can select the appropriate driver during the following installation (or update) steps.

3. Installation

3.1. Assisted installation or update via Silver Snap-Tool Online Installer

TIP	**This is the most convenient and easiest way to install and also to update Silver Snap-Tool, Silver Snap-Tool Pre-Check Viewer and the drivers for your vehicle communication interface (VCI).**

Just follow these steps:

1. Download the latest version of the Silver Snap-Tool Online Installer from the Silver Snap-Tool Portal Downloads page.

NOTE	Please be aware that Microsoft Defender SmartScreen can interfere and flag your downloaded file so you can't open it. See Section 5.2, "Microsoft Edge/Microsoft Defender SmartScreen flagging downloads" on easy ways to resolve this. Also, Windows sometimes marks downloaded files with a "Mark of the Web", which can trigger Section 5.4, "Conflicts with Microsoft Smart App Control (SAC)".

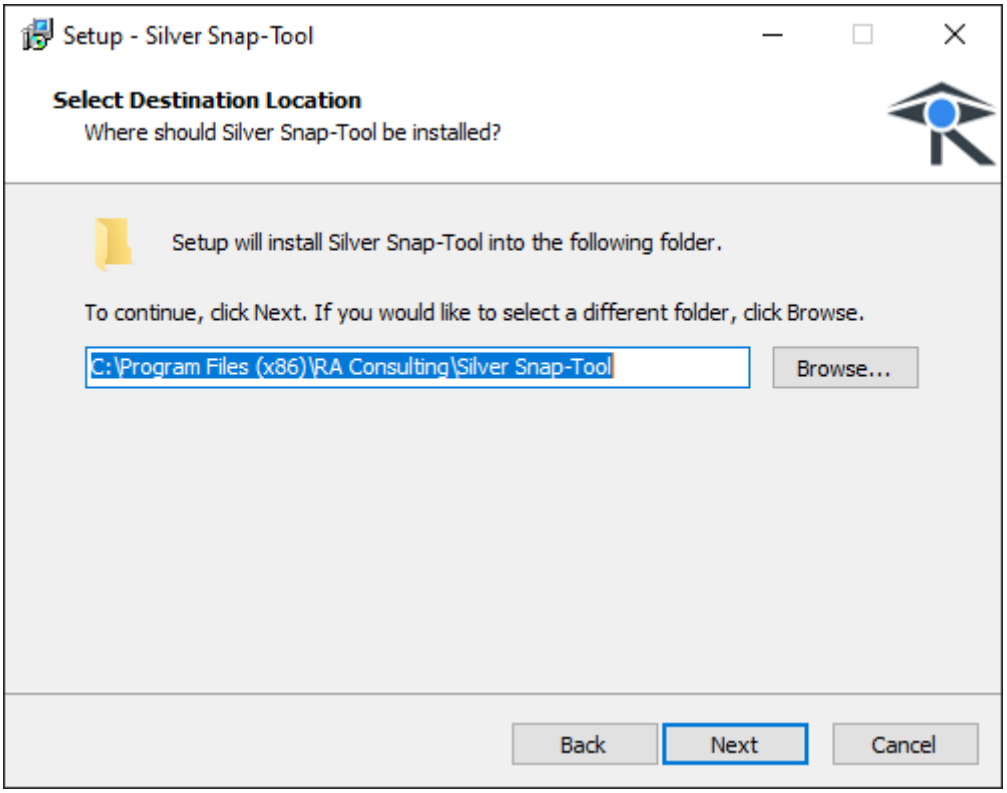
2. Open the downloaded file `SSnTOnlineInstaller-v*.exe`. You can find it in your browser's *Downloads* listing (keyboard shortcut `CTRL + J`), your personal `Downloads` folder or the folder you actively chose to download to.
3. Once the Online Installer has started, select the appropriate driver(s) for all your interface cables (VCI) by using the left and right arrow buttons and by ticking the corresponding checkbox(es). If drivers are already installed on your computer, the Online Installer will automatically preselect them for updating.
4. Start the installations by clicking the *Download & install* button. During an auto-update it will say *Download & update now*, instead.
5. When the Windows UAC dialog (user access control) shows up, please enter the credentials of your administrator account. This may happen several times due to the number of steps involved.
6. Let the installation finish and close the Online Installer.
7. If this is a first-time installation (as opposed to an update), now continue with the license registration. Otherwise you can skip that step and are already done.

3.2. Manual setup

Please download Silver Snap-Tool's latest setup file and the driver setup for your vehicle communication interface from the Silver Snap-Tool Portal Downloads page.

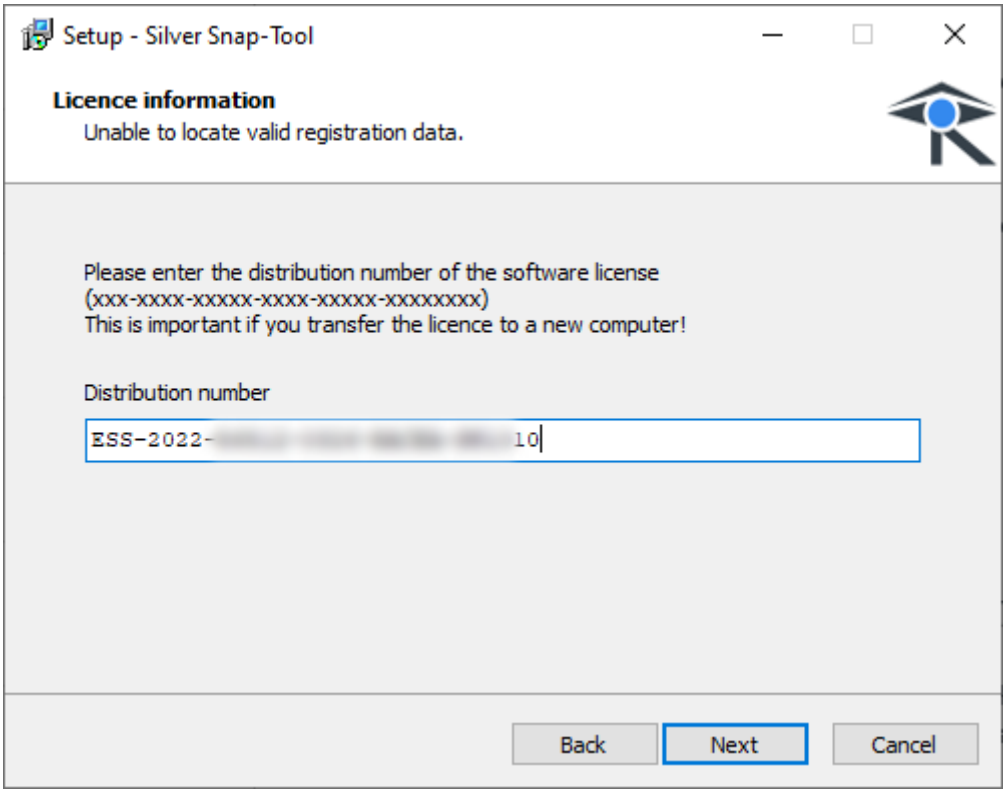
NOTE	Please be aware that Microsoft Defender SmartScreen can interfere and flag your downloaded file so you can't open it. See Section 5.2, "Microsoft Edge/Microsoft Defender SmartScreen flagging downloads" on easy ways to resolve this. Also, Windows sometimes marks downloaded files with a "Mark of the Web", which can trigger Section 5.4, "Conflicts with Microsoft Smart App Control (SAC)".

1. Run the setup executable.
2. The Windows UAC dialog (user access control) will show up and ask you for the credentials of an account with elevated rights. Please enter the credentials of your administrator account at this point.
3. Choose an installation folder or use the default installation folder (recommended).



4. Next, choose further options like the start menu folder and if a desktop icon should be created.
5. If this is a first-time installation, the setup assistant will ask for the distribution number. Please enter the distribution number you received along with your license information.

CAUTION	Each license is identified by its distribution number (DN) and is bound to your computer during the subsequent registration. So, if you have purchased multiple licenses, please ensure that you use a unique distribution number for each computer on which you install the software.



6. Finish the installation.

3.3. Unattended installation

Silver Snap-Tool's and Silver Snap-Tool Pre-Check Viewer's installers are based on Inno Setup. So all common Inno Setup commandline options apply.

Additionally, there is a custom option `/DN` for passing the distribution number to the setup. However, please note that it is not required to pass a distribution number when running the setup program silently. But the `/DN` option can be useful to preset the distribution number for later registration, that then takes place upon first start of the software, see Section 4, "License registration".

CAUTION

Each license is identified by its distribution number (DN) and is bound to your computer during the subsequent registration. So, if you have purchased multiple licenses, please ensure that you use a unique distribution number for each computer on which you install the software.

For example, to install Silver Snap-Tool silently, the commandline could look like this:

```
:\> "Silver Snap-Tool Setup.exe" /SP- /VERYSILENT /SUPPRESSMSGBOXES
```

with Inno Setup options `/SP`, `/VERYSILENT` and `/SUPPRESSMSGBOXES` as described here.

3.3.1. Disable automatic updates

If you want to maintain full control over updates, you can turn automatic updates off by creating the following Windows registry value, for example via a Windows group policy:

```
HKLM\Software\WOW6432Node\RA Consulting\SilverSnapTool\AutomaticUpdateChecks = 0
```

4. License registration

NOTE	Licence registration is only required on first installation. It will be retained for future updates.

TIP	Please have your distribution number (DN) ready for this step.

Start Silver Snap-Tool by double-clicking the desktop icon or using the Windows start menu. On this very first start-up, the registration assistant will show up.

If you used the Online Installer for installation, the registration assistant will first ask for your distribution number.

CAUTION	Each license is identified by its distribution number (DN) and is bound to your computer during the subsequent registration. So, if you have purchased multiple licenses, please ensure that you use a unique distribution number for each computer on which you install the software.

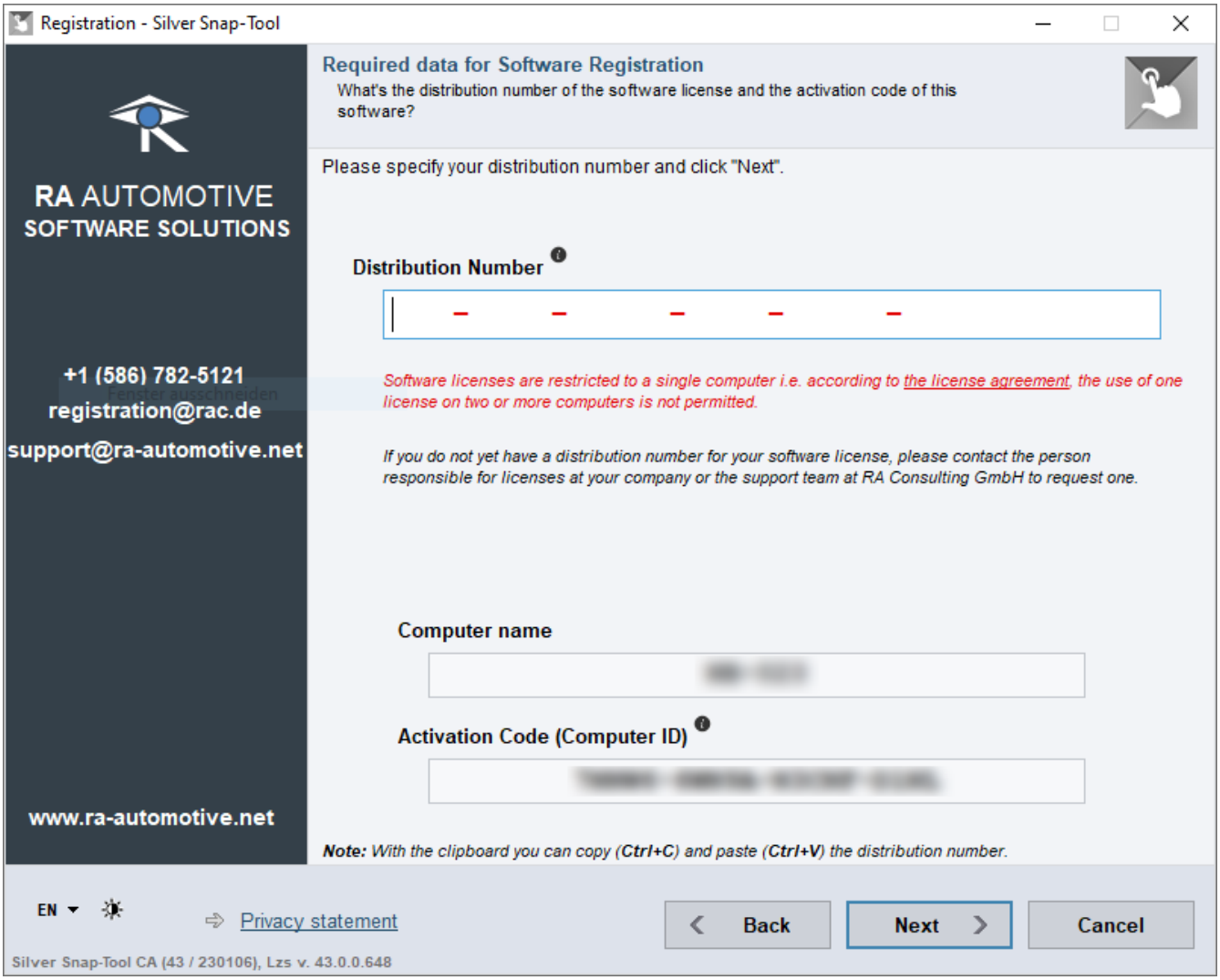


Figure 1. Registration assistant asking for the distribution number.

Enter the distribution number and click *Next*.

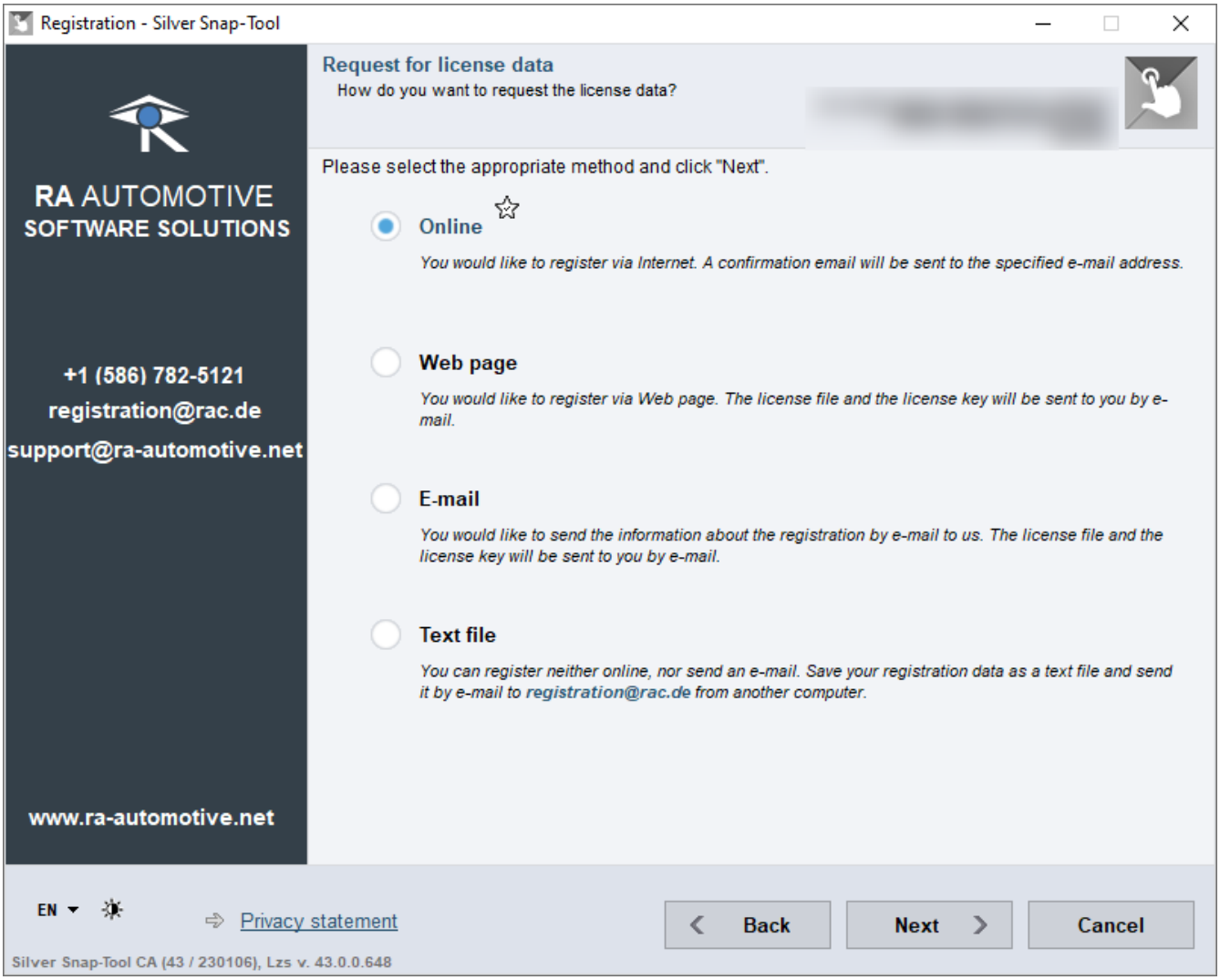


Figure 2. Registration methods to choose from.

Please select *Online* as preferred registration method, make sure that your computer is connected to the internet and click *Next*.

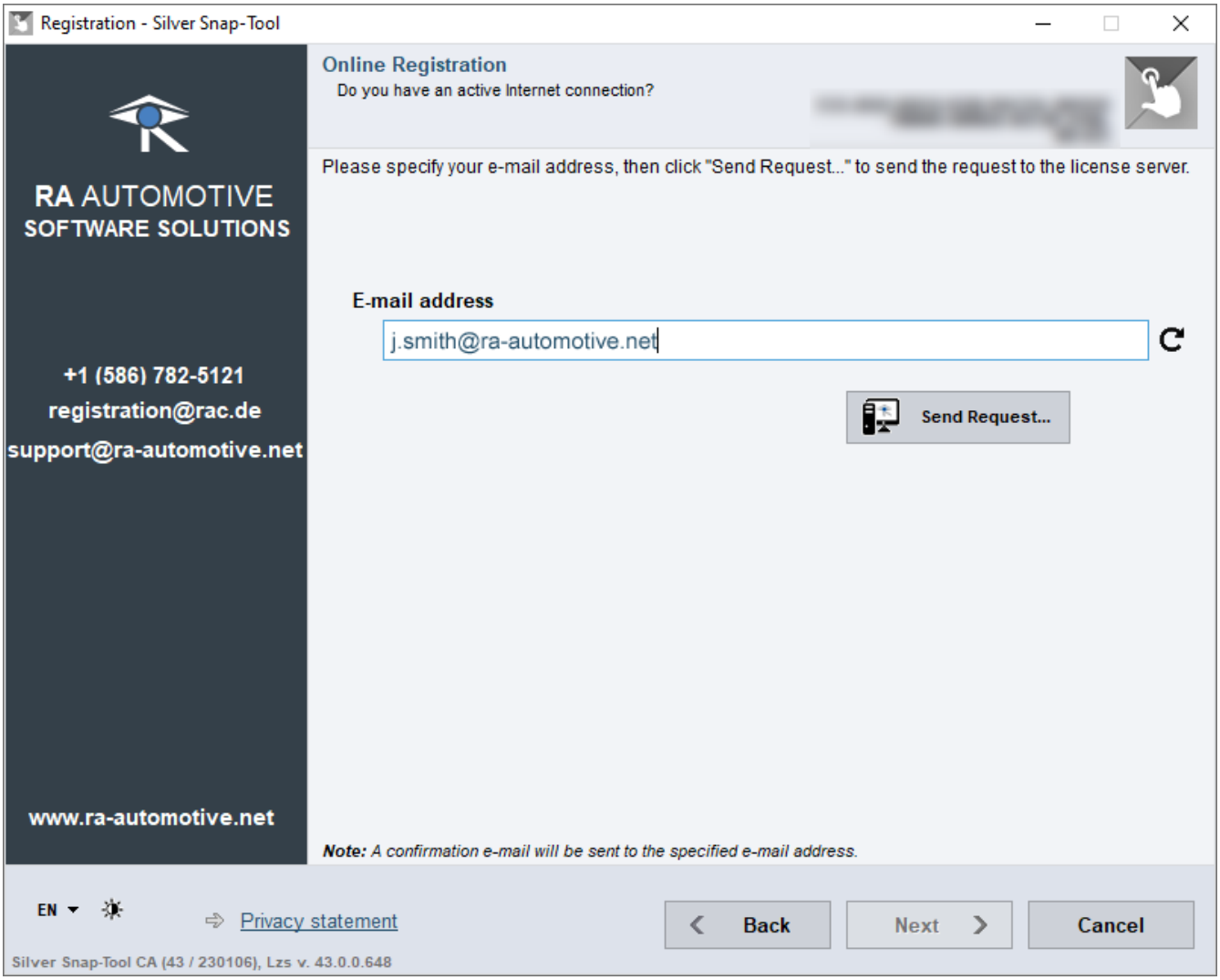


Figure 3. Registration assistant asking for your email address.

Now, the registration assistant will ask for an email address. This address will receive important license information and optional newsletter updates (see next step), and will also be addressed for subscription renewals.

TIP

Which email address to enter?

The best approach is to consider who purchased the license and therefore is its owner.

- **Company license:** Enter the email of the person who bought the software. This could be your manager or the IT department. In the next step, leave the newsletter box unchecked unless they want marketing emails in their work inbox.
- **Personal license:** If you bought the license yourself, enter your own email address. This can be the email address you are using with your CTC-VIS and Silver Snap-Tool Portal accounts, but it does not have to. Check the newsletter box in the next step if you wish to receive news and updates.

Recommendation: Always use the license owner's email for them to receive license-related notifications like subscription renewals. Only subscribe to newsletters if that person wants them, in the following step.

Once you have entered the email address of your choice, click the *Send Request...* button.

You will be asked to accept the terms of privacy statement.

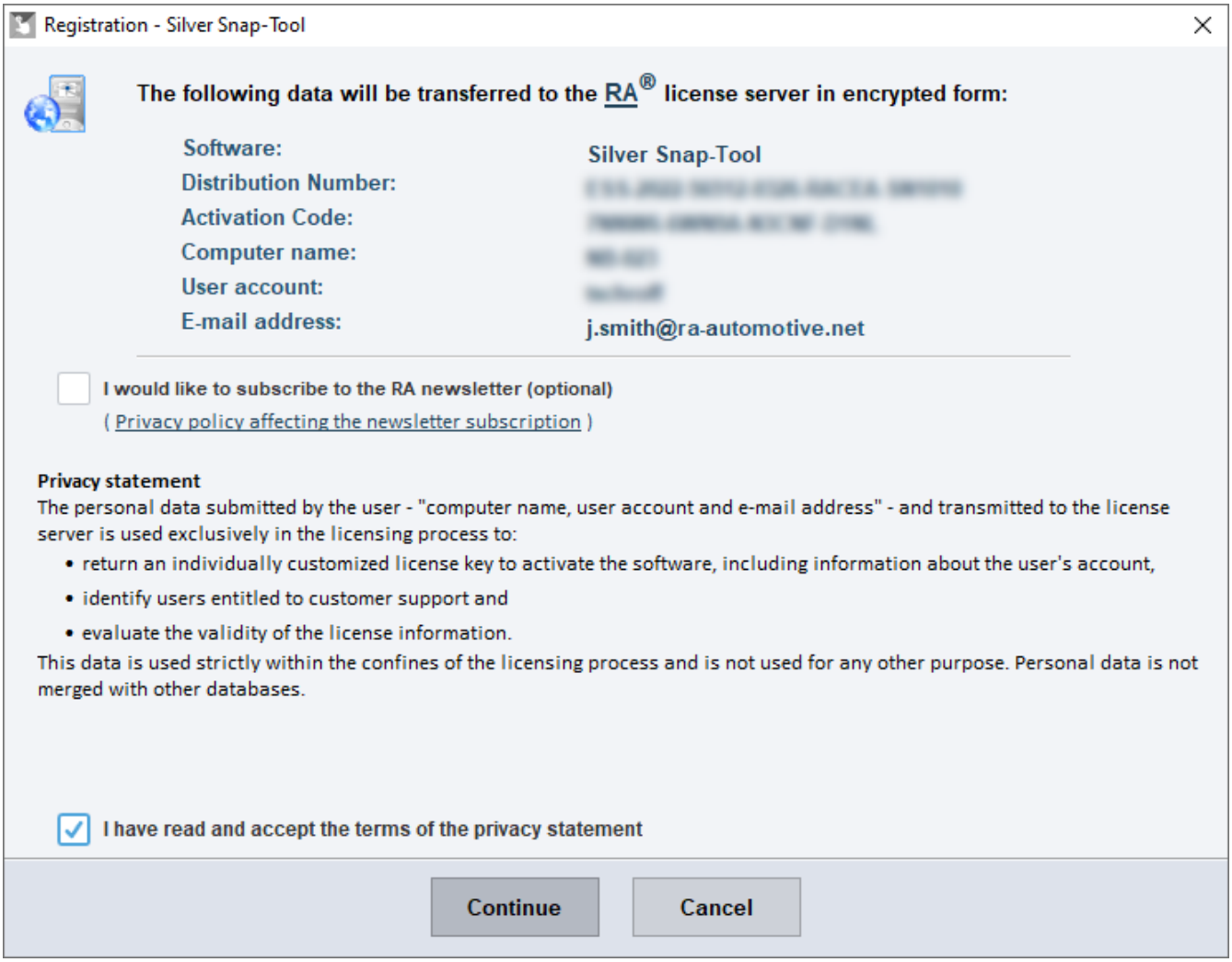
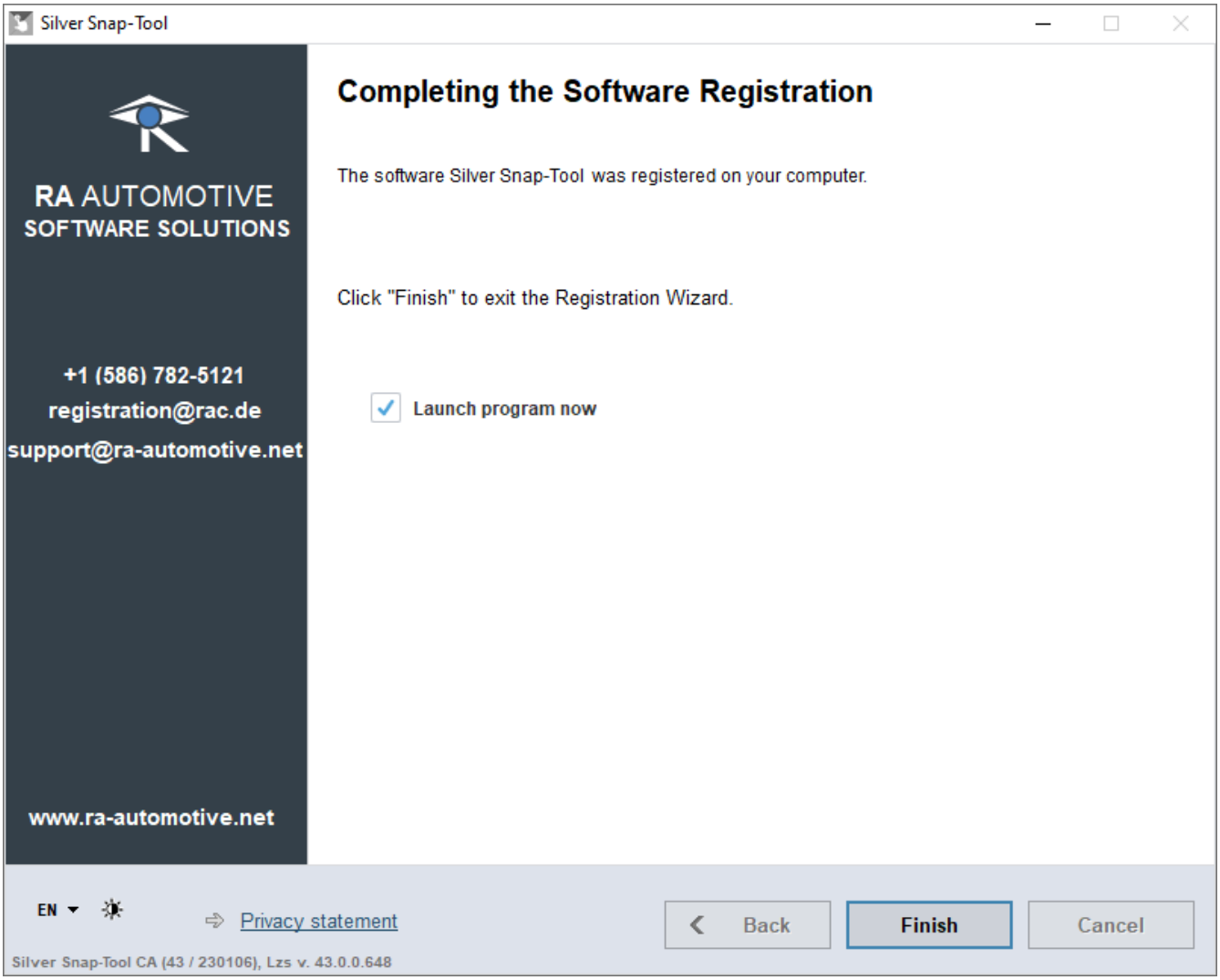


Figure 4. Terms of privacy statement confirmation.

Please check *I have read and accept the terms of the privacy statement* and click *Continue*. The license registration will then be completed.

After successful registration, you will be able to launch the application.



After Silver Snap-Tool has started, you will be greeted by the main dialog. **That's it!**

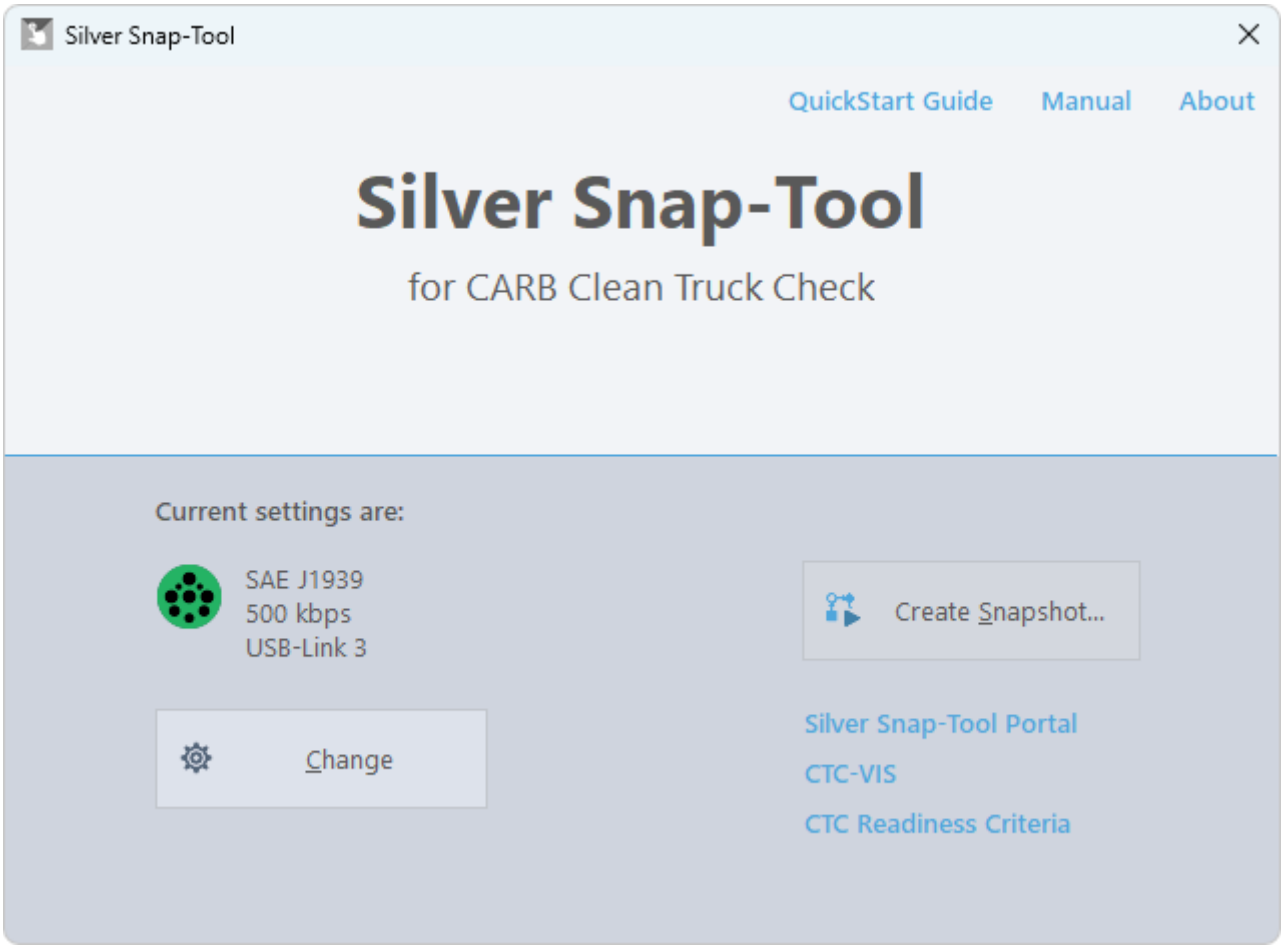


Figure 5. Silver Snap-Tool's main dialog

5. Troubleshooting

5.1. Firewall settings

There are no particular settings required for a factory-installed Windows computer.

However, if you experience problems in

- downloading and installing the software through the Online Installer
- using Silver Snap-Tool and its data transfer service (DTS)
- accessing Silver Snap-Tool Portal (including setting the password and logging into your account)

your company's IT might be restricting access to the internet.

In this case, access to the following servers must be granted, both for GET and POST requests via the specified protocols and their respective default ports:

```
portal.ca-hdim.ra-automotive.net (HTTPS/443 only)
license.rac.de (HTTPS/443 + HTTP/80)
```

They must be unblocked in the firewall.

NOTE Additionally, the Silver Snap-Tool Portal retrieves data from several CDNs for some JavaScript and CSS URLs.

To receive emails from DTS email system, ensure the following email domains are not rejected or sent to spam:

```
*@ca-hdim.ra-automotive.net
*@ra-automotive.net
```

5.2. Microsoft Edge/Microsoft Defender SmartScreen flagging downloads

When you download the Online Installer or the Silver Snap-Tool Setup for manual installation, and if your are using Microsoft Edge browser, it's possible that Microsoft Defender SmartScreen steps in and flags the file once it has been fully downloaded. In this case, either

- press `CTRL + J` to open the *Downloads* list (if not already popped up) and select *Keep* from the downloaded item's ⋯ menu or
- use a different browser like Mozilla Firefox or Google Chrome for downloading the files

and keep on following the remaining instructions in this guide.

5.3. Conflicts with Microsoft Defender Controlled Folder Access (CFA)

Microsoft Defender Controlled Folder Access is a protection against ransomware.

If it is activated on your computer (or maybe even company-wide) it might get triggered when the Silver Snap-Tool installer tries to update its files in the common user data folder. **So, this might happen especially when performing an update.**

A solution could be to

1. either turn off Controlled Folder Access temporarily for installation
2. or add the installer's filename to the list of trusted apps
3. remove the common user data folder `%Public%\Documents\RA Consulting` from the Controlled Folder Access permanently (so that it won't reoccur on future updates)

Please ask your administrator or IT department for assistance.

5.4. Conflicts with Microsoft Smart App Control (SAC)

Microsoft Smart App Control is an app execution control feature which protects users from untrusted or potentially dangerous code. It is a cloud-based security layer that uses Microsoft's Intelligent Security Graph. When active, even though Silver Snap-Tool's setups and the Online Installer are signed with a trustful certificate, it can happen that Smart App Controls falsely treats them as untrusted and interferes with the installation. Especially for recently released software, Microsoft's servers may not yet have a "reputation history" and so Smart App Control might block its execution as a precautionary measure. A pop-up will be displayed in this case.

However, Windows also often marks downloaded files with a "Mark of the Web" (MoTW) label, which also can trigger a block by Smart App Control.

To remove the mark:

1. Locate the file. You can find it in your browser's *Downloads* listing (keyboard shortcut `CTRL + J`), your personal `Downloads` folder or the folder you actively chose to download to.
2. Right-click the file and select *Properties*.
3. In the *General* tab, you'll see the *Security* section at the bottom.
4. Check the *Allow* (or *Unblock*) checkbox and click *Apply*.

If this does not help, please ask your administrator or IT department for assistance. Maybe they want to temporarily deactivate Smart App Control.

5.5. Understanding Windows error codes shown by Online Installer

To understand the error codes shown by the Online Installer, please refer to Microsoft Windows System Error Codes and subsequent pages.

5.6. Message "Error loading Lzs.dll" or "mfc140u.dll was not found"

This points to a missing or broken Microsoft Visual C++ Redistributable (x86) installation.

During installation, Silver Snap-Tool and Silver Snap-Tool Pre-Check Viewer setups automatically detect whether the right version and platform variant of Microsoft Visual C++ Redistributable (x86) is present on your computer. If it is not present, it will be installed silently.

However, there have been cases where a system incorrectly reported that the package was present, possibly because it had been improperly removed previously. In this case, the installer will not install it, and important files will be missing on your system.

The following messages indicate that Microsoft Visual C++ Redistributable (x86) is missing:

- "Error loading `Lzs.dll`. ..."
- "The code execution cannot proceed because `mfc140u.dll` was not found. ..."

To resolve the issue, please head to the *Installed Apps* page in your Windows settings and choose to repair Microsoft Visual C++ Redistributable (x86).

If the repair is unsuccessful and the problem persists, please uninstall Microsoft Visual C++ Redistributable (x86) and then reinstall Silver Snap-Tool and/or Silver Snap-Tool Pre-Check Viewer using your preferred method. This will take care of installing the required Microsoft Visual C++ Redistributable (x86).

IMPORTANT	If you want to use the Online Installer to **reinstall** the software, please make sure to enable its repair option via the respective checkbox.

5.7. Message "File ...\Silver_Snap-Tool_CA.ccc is corrupted!" during license registration

If your computer was started with a temporary Windows user profile instead of your actual Windows user profile, this will result in a (somewhat misleading) message about a corrupted CCC file. In this case, a restart can help so that your computer starts with your actual user profile.

If you want to check whether Windows is currently running in a temporary user profile, open a command prompt and enter the following:

```
echo %USERPROFILE%
```

A normal profile typically returns something similar to:

```
C:\Users\JohnSmith
```

A temporary profile may return something like:

```
C:\Users\TEMP
```

or another temporary profile directory.

Footnotes

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