

# Spitronics Software - Common Problems and Solutions - Guide

## Overview

This guide covers the most common software installation, update and communication problems experienced by Spitronics users.

Many software-related issues are caused by incorrect installation procedures, outdated software versions or Windows configuration rather than faults with the ECU itself.

Before contacting technical support, work through the checks in this guide. Most software problems can be resolved in a few minutes without requiring assistance.

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## 1. Quick Checklist

Before investigating software problems, always verify the following:

- ✓ Latest Dashboard installed (Hyperspace or Cosmos)
  - ✓ Correct Dashboard for your product
  - ✓ Dashboard ZIP file extracted before running
  - ✓ Active internet connection
  - ✓ Dashboard refreshed
  - ✓ Latest Device Manager installed
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## 2. Before You Start

Before investigating software problems, always verify the following:

- Use the latest Dashboard (Hyperspace or Cosmos). The Dashboard does **not** notify you when a new version becomes available. Compare the version shown on the Dashboard title bar with the latest version on the Downloads Tree.
  - Extract the Dashboard ZIP file before running the software. The software cannot create or update its INI file while running directly from a ZIP archive.
  - Always install and launch the software using the Dashboard.
  - Ensure your PC has an active internet connection during installation and software updates.
  - Click **Refresh** on the Dashboard regularly to check for software updates.
  - When loading firmware, use **Device Manager 3.7** for Hyperspace products and **Device Manager 1.2** for Cosmos products.
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### **3. Dashboard Problems**

#### **Wrong Dashboard Installed**

Some customers install **Hyperspace** when they should be using **Cosmos**, or vice versa.

##### **Product Dashboard**

Mercury3 Hyperspace

Venus3 Hyperspace

Orion2 Hyperspace

Callisto Cosmos

Nebula Cosmos

#### **Software is Out of Date**

##### **Symptoms**

- Missing functions
- Cannot connect to the Portal
- Software screens differ from the manual
- USB/UART communication problems
- Unexpected software behaviour

##### **Cause**

An older software version is installed.

##### **Solution**

Always install and update software using the latest Spitronics Dashboard.

⚠ Do not run old EXE files stored elsewhere on your PC. Always launch the software from the Dashboard.

#### **Portal Offline**

##### **Symptoms**

- Dashboard displays "**Portal Offline**"
- Cannot download updates
- Software list is empty

##### **Possible Causes**

- No internet connection
- Firewall blocking access
- Antivirus blocking the Dashboard
- Company proxy server
- Spitronics server temporarily unavailable
- Outdated Dashboard or Device Manager

##### **Check**

- Verify your internet connection.
- Click **Refresh** on the Dashboard.
- Try again after a few minutes.
- Temporarily disable your firewall or antivirus for testing.
- Confirm you are using the latest Dashboard and Device Manager versions.

## **4. ZIP File Problems**

### **Running Software from the ZIP File**

This is one of the most common support issues.

#### **Symptoms**

- Settings are not saved.
- INI file is not created.
- Software forgets previous settings.
- Unexpected behaviour after restarting.

#### **Cause**

The software is being run directly from inside the ZIP archive.

Windows prevents applications from creating or modifying files inside a ZIP file.

#### **Solution**

1. Extract the Dashboard ZIP file.
2. Launch the software from the extracted Dashboard folder.

⚠ Never run the EXE directly from inside the ZIP archive.

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## **5. USB Communication Problems**

#### **Symptoms**

- ECU not detected
- Connection drops
- Cannot connect

#### **Check**

- Correct COM port selected.
- USB cable is working.
- USB driver is installed.
- Ignition ON.
- ECU powered.
- Correct communication settings.

If necessary, try another USB port.

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## **6. Firmware Loading Problems**

#### **Symptoms**

- Firmware selection list is empty.
- Firmware download errors.

#### **Possible Causes**

- Outdated software.
- Poor internet connection.
- Windows version older than Windows 8.

## **Solution**

- Use the latest Device Manager (3.7 for Hyperspace or 1.2 for Cosmos).
  - Ensure you have a reliable internet connection.
  - Use Windows 8 or later.
  - If necessary, try another PC.
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## **7. File Problems**

### **Cannot Open a Map**

#### **Possible Causes**

- Incorrect ECU family selected (Hyperspace or Cosmos). Although the file extensions are the same, the maps are **not** interchangeable.
- Incorrect firmware version. For example, a Version 3.5 map cannot be loaded into Version 3.7 firmware. The same applies to Cosmos Version 1.1 and 1.2.
- Map file is corrupted.
- Antivirus software is blocking the file.

### **Cannot Save a Map**

#### **Possible Causes**

- Folder permissions.
  - Read-only folder.
  - Insufficient disk space.
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## **8. Frequently Asked Questions**

### **Why does my software look different from the manual?**

Possible reasons:

- Older software version.
- Using a Hyperspace manual while running Cosmos software, or vice versa.

Always update through the Dashboard.

### **Why are functions missing?**

Usually caused by:

- Incorrect hardware class activation.
- Older firmware.
- Older software.

### **Why won't the Dashboard update?**

Check:

- Internet connection.
  - Firewall.
  - Antivirus.
  - Windows permissions.
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## **9. Multiple Software Copies**

### **Symptoms**

- Features are missing or incorrect.
- An older software version keeps opening.
- A new installation appears unchanged.

### **Cause**

Multiple copies of the software are installed on the PC.

### **Solution**

Always launch the software from the Dashboard.

- Ensure the Dashboard is the latest version.
  - Delete older copies of Hyperspace or Cosmos.
  - Avoid keeping multiple copies of the software in different folders.
  - Click **Refresh** on the Dashboard regularly to verify that the latest software is installed.
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## **10. Before Contacting Support**

If you still require assistance, please have the following information available:

- ECU model.
- Firmware version.
- Software version.
- Windows version.
- Description of the problem.
- A screenshot of the complete software window, including the Device Manager top and bottom toolbars.

Providing this information with your enquiry will help us diagnose your problem much faster.

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### **Support Tip**

More than 90% of software-related support calls are resolved by:

- Installing the latest Dashboard.
- Extracting the ZIP file before running the software.
- Using the correct Dashboard (Hyperspace or Cosmos).
- Clicking **Refresh** to obtain the latest software.
- Using the latest Device Manager.

Always perform these checks before contacting technical support.