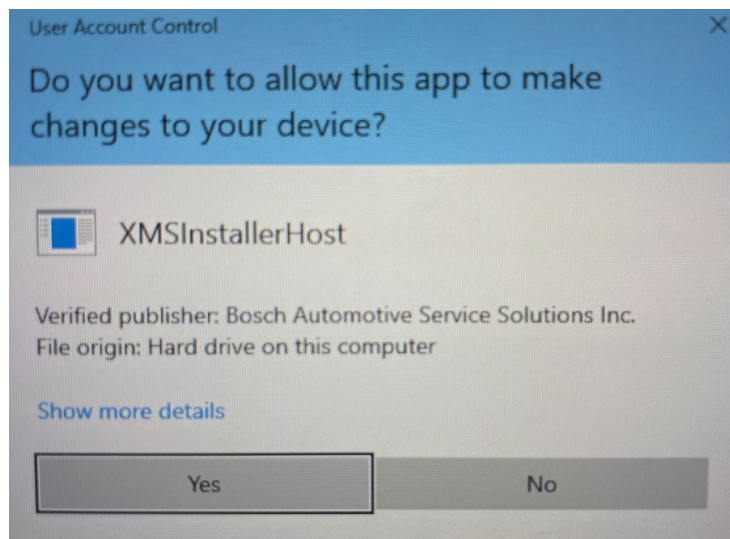


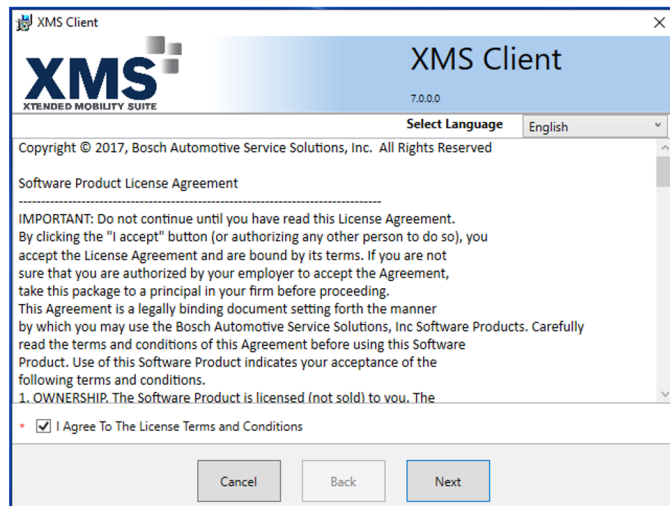
# CONSULT 4 Diagnostic Software Installation Guide

**Attention:** Do not attempt to start the CONSULT 4 installation without using this guide. Step # 9 includes an important step to “wait” 20 minutes until pop-up appears to continue.

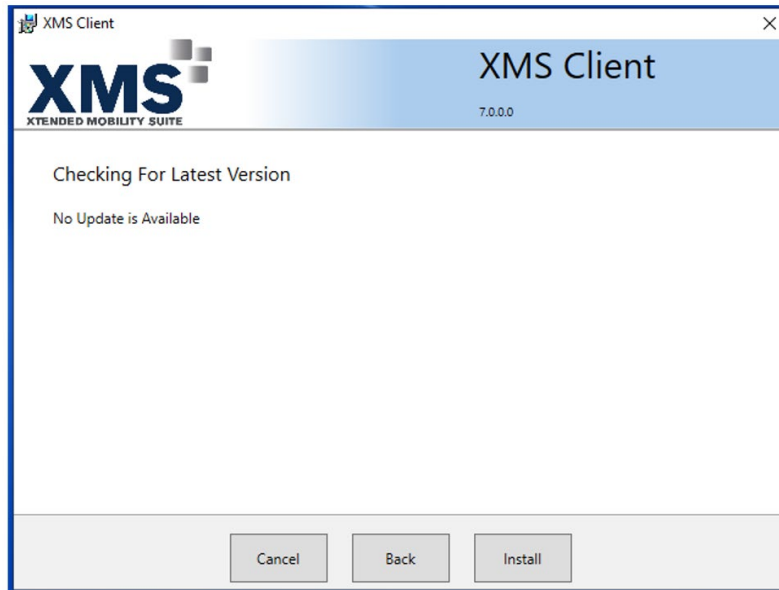
1. Run the CONSULT 4 .exe installation file to begin the process.
2. Click Yes



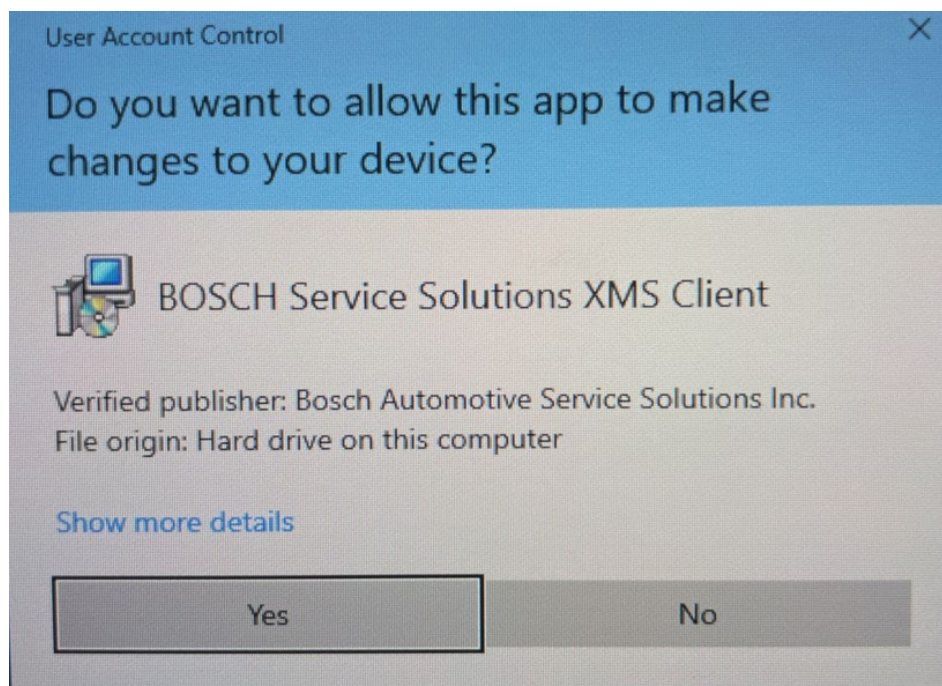
3. Select “I Agree To The License Terms and Conditions” and then click Next



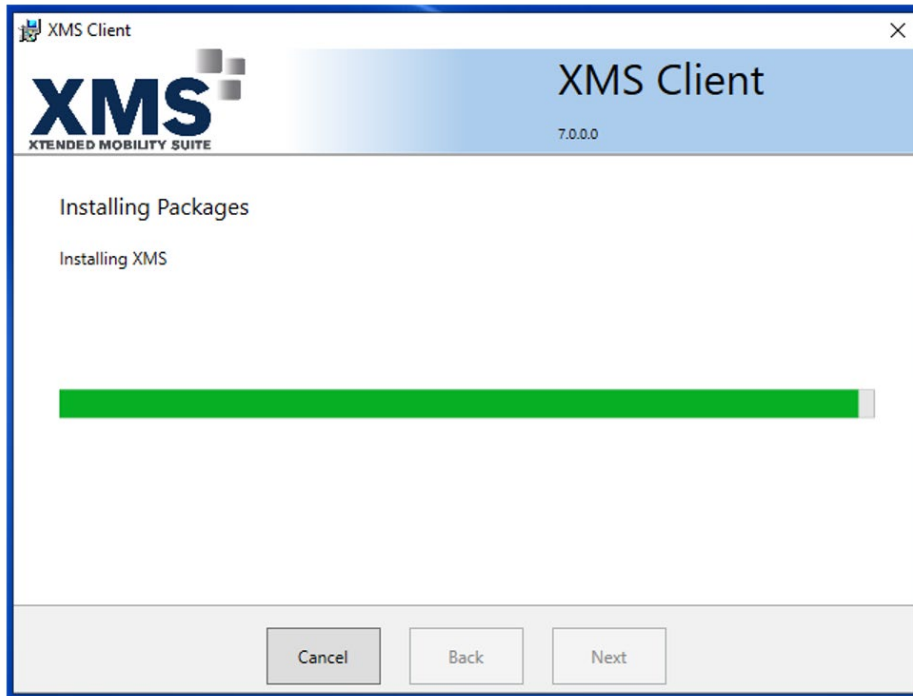
4. Click Install



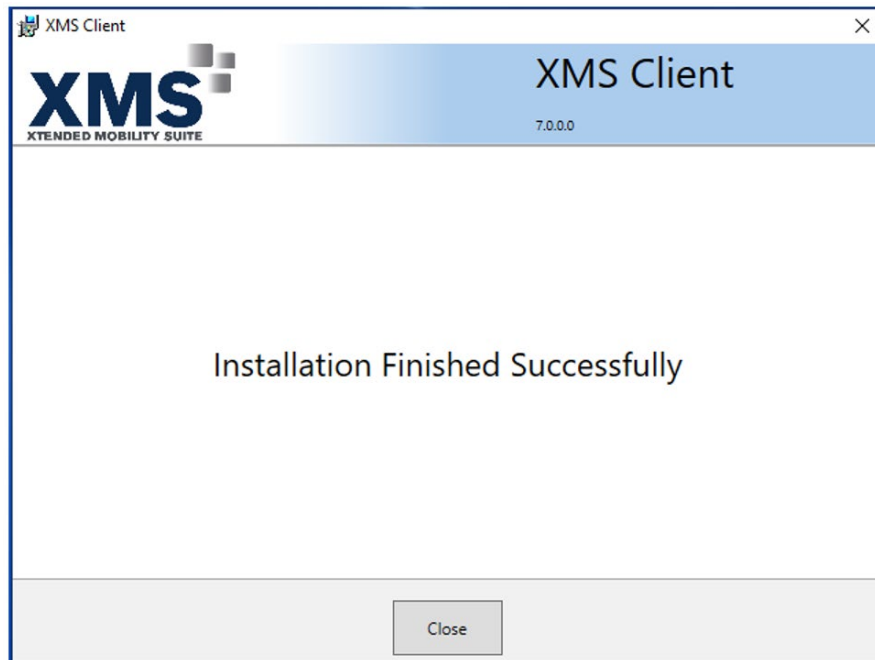
5. Click Yes



6. Installing now



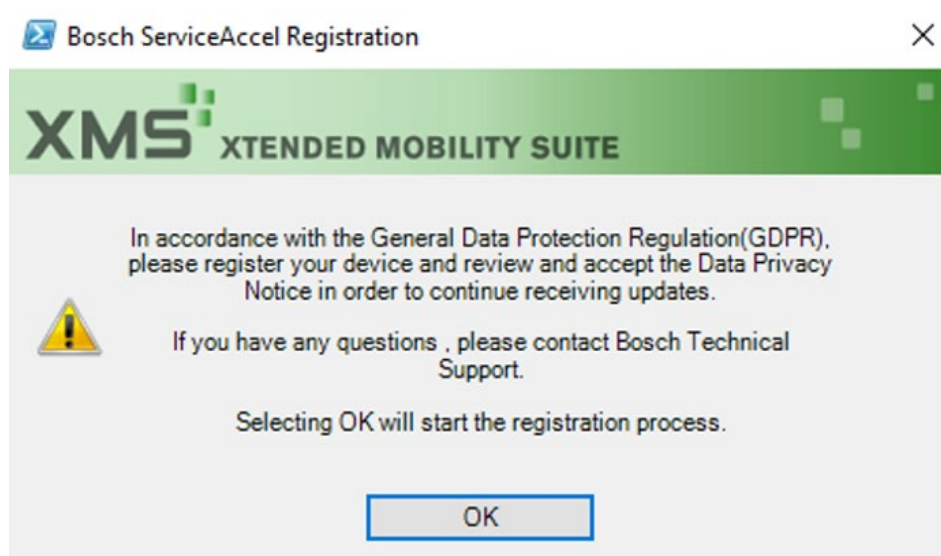
7. Installation complete, click Close



8. Please note at the conclusion of this installation, two icons (STA & XMS) will appear on your desktop. No further attention is needed to these applications. Their main functions are to only deliver the C4 icon to your desktop.



9. The following software registration pop-up will appear after **about 20 minutes**. Please leave the PC untouched until the pop-up appears.



Click OK to start the registration.

10. The registration launches into Firefox, Click "Save" below to continue.

English (US) ∨ ✕

## Privacy settings

Cookies that are essential for technical reasons are set on this webpage so we can provide users with our offers. A cookie that stores your current privacy settings is also set (selection cookie).

With the exception of the selection cookie, technically non-essential cookies and tracking mechanisms, that enable us to provide you with customized offers (marketing cookies and tracking mechanisms), are only used if you have given prior consent to such use: [Read more](#)

**Consent to marketing cookies**  
[Read more](#)

When clicking "Save" only the cookies you selected will be used. Under your [privacy settings](#), you can withdraw at any time the consent that you granted here with immediate effect.

**Consent to marketing cookies**

Save

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11. Click "Sign-Up" as this is a first time registration.

The screenshot shows a web browser window with the URL <https://nissan.service-solutions.com/RegisterProduct/Nissan?serialNumber=2D7SA75317&modelNumber=XMSNISSANNA&productcategory=Content+Management&userlanguageculture=en-US&userlang...>. The page is titled "Register Product" and features the Nissan Group logo. The main content area displays "Nissan Consult III - plus NA" with an image of a laptop. Below this, a section titled "Your Selected Product" lists the following details: Brand: Nissan, Category: Content Management Content Management, Model Name: Nissan Consult III - plus NA, and Model Number: XMSNISSANNA. A "Product Details" section shows a "Serial Number" field with the value "2D7SA75317". At the bottom, there is a "Create Profile" section with two buttons: "Log In" and "Sign Up". The "Sign Up" button is highlighted with a thick black underline. Below the buttons, there is a "Type of Customer" dropdown menu with "DE Dealer" selected.

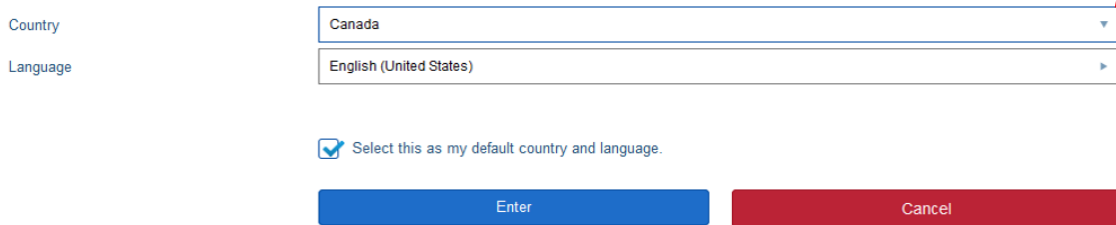
If registration is outside of the United States, click on “United States” at the bottom left corner of the page to change the country.



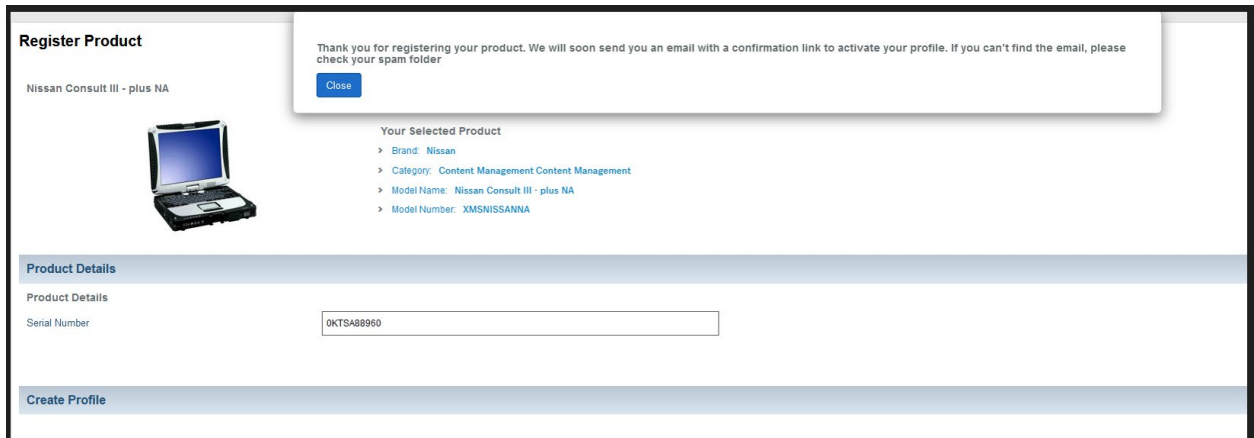
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### “Country” selection

#### Select Country and Language



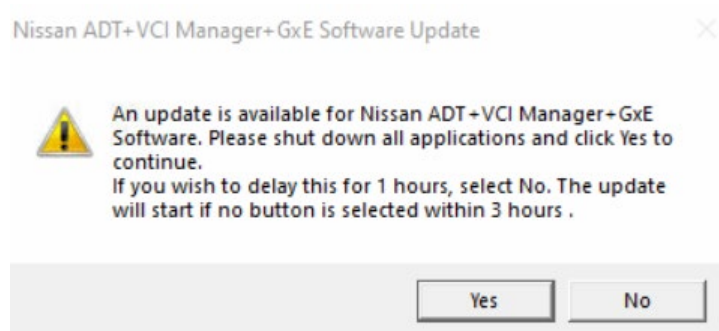
12. Once the registration is completed, an acknowledgement message is shown. This is the end of the device registration process. Click close.



Record your registration User name and Password. A confirmation email will be sent to activate your profile in this Customer Portal. The user can always go back to the Customer Portal (<https://nissan.service-solutions.com>) to view profile and/or registered products. That is currently the only use for this portal.

Nissan Internal

13. After the registration screen appears in step #10, the pop-up below will appear shortly after. Click Yes, to install the last portion of the application.



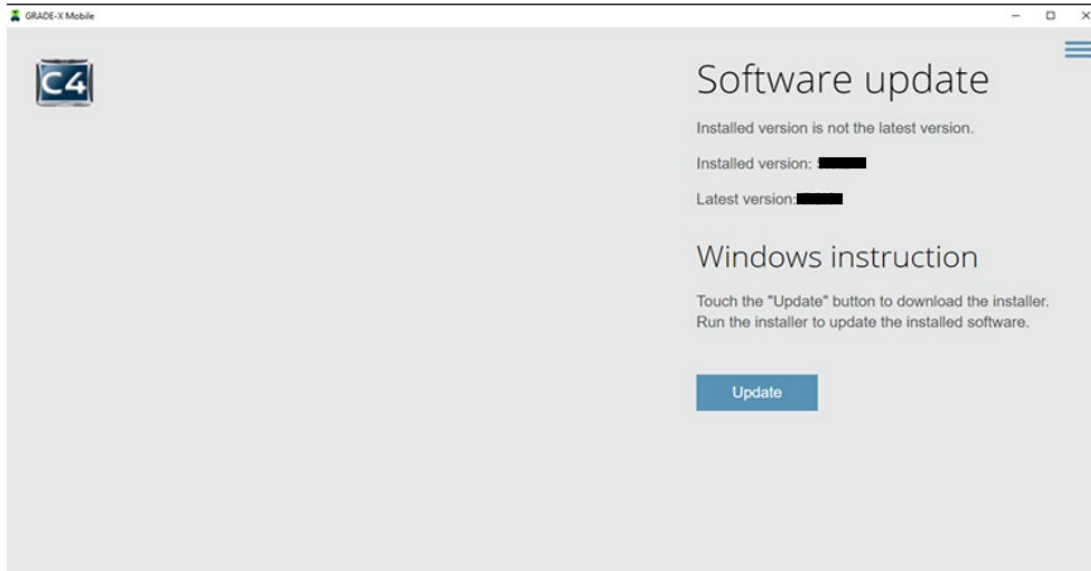
The second message box, stating that the software will now install will only stay for 20 seconds or until the user clicks Ok:



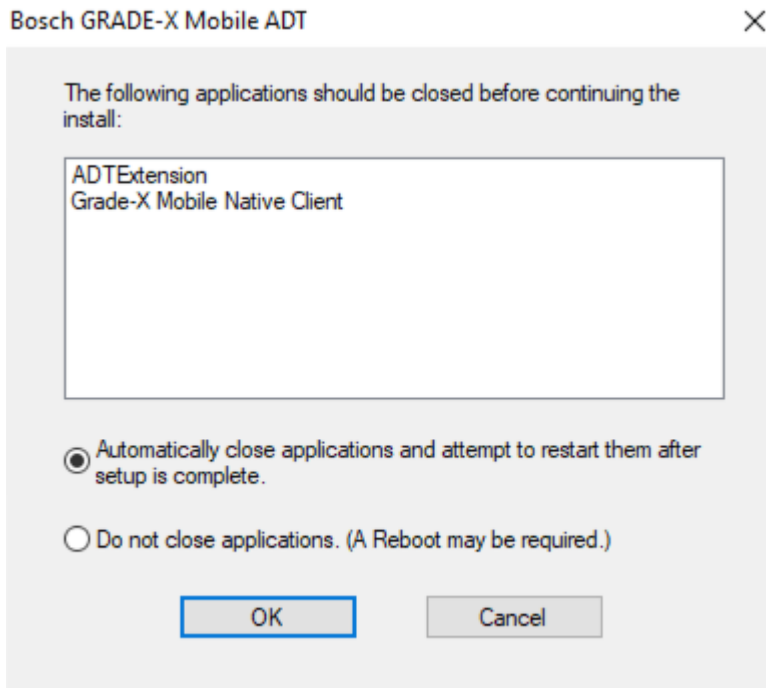
14. Once registration and installation is complete, the C4 icon will now appear on your desktop for use.



15. After the first initial launch of C4, a "Software update" screen may appear. Click Update to launch the install. When update is complete, C4 will close

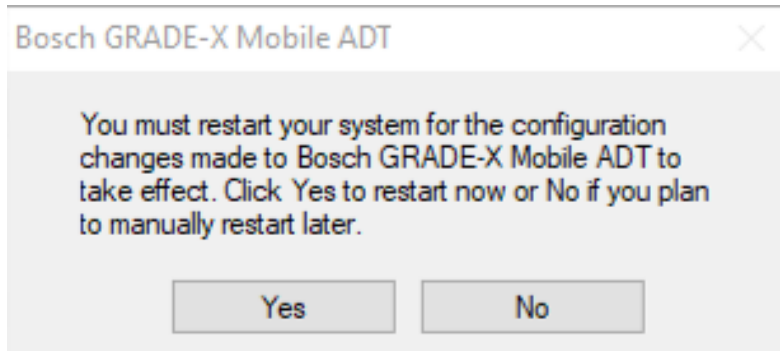


16. Click OK





17. Click Yes and your PC will restart with the C4 software update applied.



18. . Relaunch C4 to continue use.

