

PatchClient User Guide

Frequently asked questions with short answers. It describes how the software actually behaves: sign-in, licence, daily credits, file handling, security and support.

DEVICES	1
FILE	Unencrypted read
MAX FILE SIZE	20 MB
TICKET ATTACHMENT	8 MB
LIMIT RESETS	00:00 TR

01 Sign-in and licence

What you meet on first launch and at every sign-in.

How do I sign in?

With your account's **login name and password**. If you bought online, you choose them yourself using the link in the set-up e-mail; if your account was opened through an application, the login details are e-mailed to you.

On first launch you are asked to accept the licence agreement; you cannot continue without accepting it. You are asked again when the agreement is updated or your device changes.

I forgot my password — can I reset it myself?

No. There is no self-service reset in the software. Write to us and we will e-mail you a new password.

How do I know when my licence ends?

The software warns you at sign-in when there are **14 days** left. Once the date has passed, sign-in is blocked and the end date is shown on screen.

On how many computers can I use the licence?

One. The account binds to the machine you first sign in from. A sign-in attempt from a second device is refused.

It says "This account is active on another device" STOP

Your account is bound to a different computer. If you changed machines or reinstalled the system, **contact us** — only we can reset the device binding. Reinstalling the software does not fix it.

02 Daily credits

The number of patches per day your package allows.

What is a daily credit and when is it spent?

Your package sets how many patches you can make per day. **Only a patch that completes successfully** spends a credit.

Does a failed operation burn a credit?

No. Incompatibility, a bad file or an operation you cancel do not count.

When does the limit reset?

At **midnight Turkish time**, automatically. There is nothing to do but wait; the software shows your remaining credits and the reset time on screen.

My limit is not enough — can it be raised?

Yes, by upgrading your package. Contact us and we will work out which package fits your usage.

03 Files and patching

This is where most of the daily work happens.

Which files can I open?

An **unencrypted, original read** of the ECU. The file extension does not matter — `.bin`, `.ori` or whatever name your reading tool gives it. Maximum file size is **20 MB**.

The tool you read it with does not matter either. But files from **Slave** tools are encrypted to the Master they are linked to; your Master has to decrypt them first. Some tools also put the read in their own container; then export it as plain data with the tool's own software. What to do for each tool: [Reading tools and file formats](#).

Text formats such as Intel HEX or Motorola S19 are not read; convert them to binary first.

Will my original file be changed?

No. The file you opened is never touched. You choose where the patched file is saved; the software suggests a name starting with `MapDecoder_...`

Even so, always keep your original read in a separate folder. It is the only thing you can go back to.

Do I need to correct the checksum myself?

No. The checksum regions affected by the change are recomputed automatically during the patch.

Can I apply several modifications at once?

Yes. But if **even one of them does not fit, the whole batch is rejected** — a half-patched file is never produced. Remove the failing selection and try again.

I got a "SHA MISMATCH" warning after the patch **STOP**

The software verifies after every patch that the output is the expected file. If you see this warning, **do not write the file to the ECU**. Repeat the operation; if it appears again, attach the file to a support ticket and send it to us.

It says "could not be identified" or "does not match the selected ECU"

The read you uploaded does not belong to the ECU you selected, or it cannot be read. Pick the right ECU and make sure the read is complete and correct. **Partial reads** (for example OBD reads that contain only the calibration area) may not be identified; upload a full read (boot or bench) when you can. Encrypted files read with a Slave tool also give this warning.

Can I turn a disabled DTC back on? **STOP**

No, it is permanent. The software asks you to confirm this explicitly. If you need to go back, your only route is the original read.

Does it work without internet?

No. File identification and patching run on our servers; the software does not work without a connection.

04 Security restrictions

The two most common “why won't it start” cases.

The software will not run while remote desktop is open **STOP**

This is deliberate. Map Decoder will not open or patch while a remote-access tool is running. The tools that trigger it:

- TeamViewer, AnyDesk, RustDesk
- Chrome Remote Desktop
- VNC (TightVNC, UltraVNC)
- Ammyy Admin, Supremo, Getscreen

Close the tool and restart Map Decoder. If closing is not enough, check Task Manager to make sure no background process is left running.

We can still do installation and updates over remote support — the restriction only applies when the software itself starts.

Can I open two windows at once?

No. Only one copy runs at a time; if you try to open a second one, the existing window comes to the front.

05 Updates and support

How to reach us and what to expect.

How do I get updates?

When a new version is released the software asks you at startup; if you accept, it downloads and installs it itself. There is nothing to download by hand.

How do I open a support ticket?

From the **Support** section inside the software. Choose a subject, describe the problem and attach a file if needed.

- Description: up to **1000 characters**
 - Attachment: **1 file**, up to **8 MB**
 - Reply: up to **2000 characters**
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What do the ticket statuses mean?

- **In Progress** — we have your ticket and are working on it.
- **Awaiting Response** — we replied; it is your turn.
- **Replied** — you wrote back; it is our turn.
- **Resolved** — the ticket is closed.

The list does not refresh by itself; press **Refresh** to see whether there is a new reply.

What do you do with the file I send?

We use it only to investigate the ticket you opened. It is not used for any other purpose and not shared with third parties.

If your situation is not answered here, write to us from the Support section inside the software or at info@mapdecoder.com · mapdecoder.com