



Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-12-20

Subject: ODIS Service Update Installation V1.1.2 - Installation Instructions

Date: Dec. 7, 2012

1.0 – Introduction

This document describes the **update installation** of **ODIS Service DVD Version 1.1.2 on devices where ODIS Service was previously installed**. If the initial installation of ODIS Service has not been done, refer to **Service Information – ODIS Service** document title: **ODIS Service Installation Phase 2 – Installation and Configuration Instructions**, and use DVD V1.1.2 to perform the initial installation.

Important prerequisites and conditions must be fulfilled prior to this update installation!

Prior to starting the update installation, we encourage installers to first read this document in its entirety to become familiar with the step-by-step processes.

Subsequent to the previous update (V1.1.1), an additional post-setup step is required, and the Mirror Server 2 configuration step has been revised.

We recommend printing these instructions. Check boxes are provided to note the fulfillment of **Prerequisites** and the completion of each instruction **Section**.

Notes:

- We recommend this update installation be performed by the **ODIS Service Administrator** or **IT Professional** that performed the initial ODIS Service installation.
- Perform all instruction steps in the exact order given. **Heed all Prerequisites and Notes!**
- The **ODIS Service Installation – “Phase 1” and “Phase 2”** documents referenced in these instructions are posted in the **Workshop Equipment > ODIS Service > Service Information** section in ServiceNet.
- Load and configure software in an area that is quiet, clean, and without distraction or interruption.
- The type of device and CD/DVD drive condition determines the installation time. Allow at least 1 hour for laptops and 1.5 hours for VAS 5052A & VAS 5051B1B.
- If assistance with specific instruction steps is needed, contact **VWGoA DTSS: 1-888-896-1298**.
- For misplaced or damaged DVDs please contact Arvato Corporation at: www.vw.techliterature.com.

ATTENTION!

Important Content Information:

ODIS Service V.1.1.2 contains VW diagnostic data equivalent to VAS-PC VW Brand V19.18.00, **but excludes diagnostic data for Hybrid models.**

Until further notice, if certain 2013 model year vehicles are not recognized by the software, or a Hybrid model requires troubleshooting, please use VAS-PC.



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2.0 – License File Prerequisites

The device-specific license file that was saved and installed during the **initial ODIS Service installation** **must be reinstalled during this update installation**.

The prerequisites below are based on the **Device ID folder** and **license file backup** method suggested in the initial **ODIS Service Phase 2 - Software Installation & Configuration Instructions (Section 5.0)**. If an alternate method of device ID and license file management was used, act accordingly to retrieve the saved license file.

Prerequisites:

- ☐ *Note the **Device ID** assigned to the diagnostic device during the initial **ODIS Service** installation. Ref. **Section 3.3** of the **ODIS Service Phase 1 – Preparation & License Request** instructions.*
- ☐ *Folder with license file copied to Windows desktop or other location on diagnostic device. Ref. **Section 5.0** of the **ODIS Service Phase 2 – Software Installation & Configuration** instructions.*
- ☐ ***Optional: Original or backup USB flash drive with Master List and Device ID** folders with license files on hand.*

Note:

If the device-specific license file was **not** saved or backed-up as specified in **Section 5.0** of the **Phase 2** instructions, **Do Not** attempt to perform this update installation! In this case, re-request delivery of the license file using the **ODIS Service Phase 1 - Preparation & License Request Instructions**.

Proceed with this update installation only when the device-specific license file is available!



License File Prerequisites completed

3.0 – Update Installation

Prerequisites:

- ☐ *ODIS Service V1.0.9 or V1.1.1 previously installed.*
- ☐ ***ODIS Service Update Installation DVD Version 1.1.2 – Order No. 004.5002.02.21** on hand.*
- ☐ ***Note** the device platform: **VAS 5051B** console, **VAS 5052A / 6160/V** tablet or **VAS 6150/X** laptop.*
- ☐ *Diagnostic device must have functioning CD/DVD drive and USB, plugged in to power adapter and booted to Windows® desktop.*
- ☐ ***VAS 5052A & VAS 6160/V tablets:** Connect USB mouse and keyboard for easier input.*
- ☐ *All saved diagnostic logs transmitted.*

3.1 – Uninstall Previous ODIS Service Version

All previous ODIS Service data must be completely uninstalled prior to the update installation of ODIS Service V1.1.2. Proceed with uninstallation as follows:

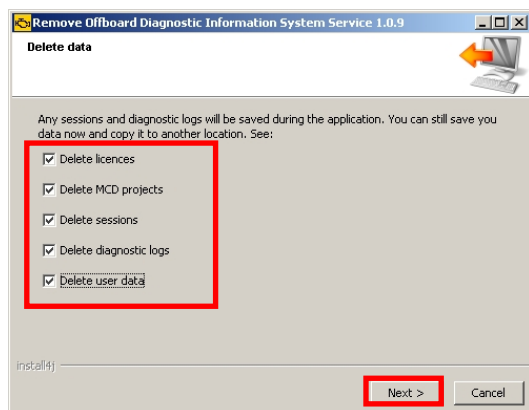
1. From the Windows desktop, go to **Start > Programs/All Programs > Offboard Diagnostic Information System Service > Offboard Diagnostic Information System Service uninstallation program**. When the confirmation prompt appears, click **Next**.



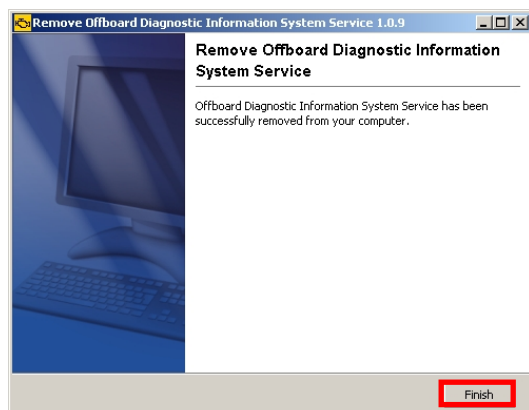
Service Information

Optional: From the Windows desktop, go to **Start > Settings > Control Panel > Add or Remove Programs**. Select **Offboard Diagnostic Information System Service** from the program list, and click on **Change/Remove**. When the confirmation prompt appears, click **Next**.

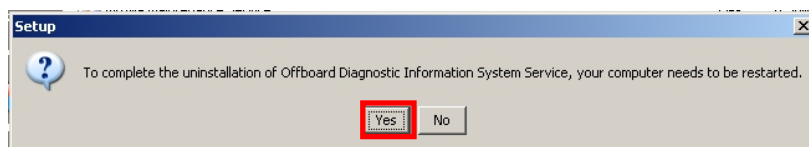
- When prompted, **delete** all existing data by placing a checkmark next to **all selections** as illustrated below, then click **Next**:



- Click **Finish**:



- Click **Yes**:



The device will automatically restart.

☐ **Uninstallation steps completed**

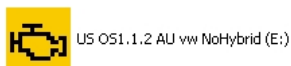
Continued .../4



Service Information

3.2 – Update – Software & License Installation

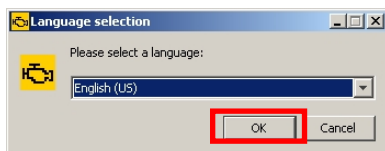
1. Insert the **ODIS Service installation DVD V1.1.2** into CD/DVD drive and **wait** for the drive contents to be read.
2. From the Windows desktop, click **My Computer**.
3. **Open** the CD/DVD directory **OS1.1.2 AU vw NoHybrid (E:):**



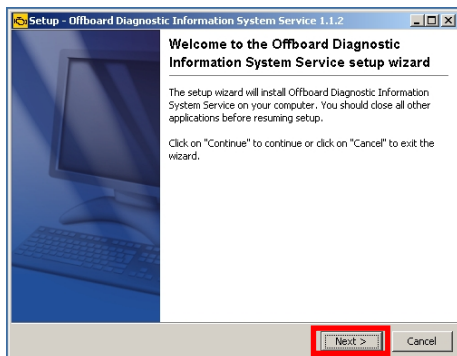
4. **Double-click** **OffboardDiagSetup-Service_1...**:



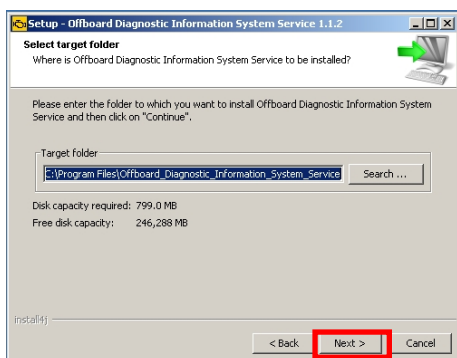
5. Confirm **English (US)** is highlighted. Click **OK**.



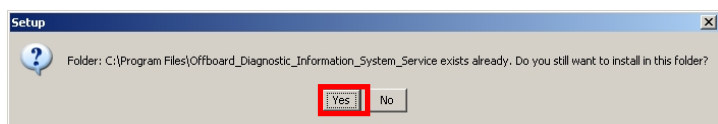
6. Click **Next**:



7. No action needed. Click **Next**:



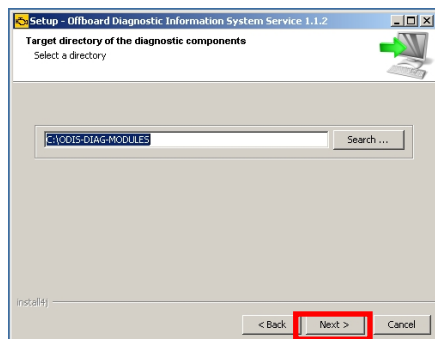
8. Click **Yes**:



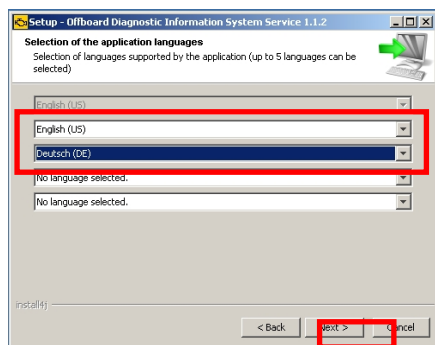


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9. No action needed. Click **Next**:



10. Add **English (GB)** and **Deutsch (DE)** user interface languages from the dropdown menus (add others if desired). Click **Next**:



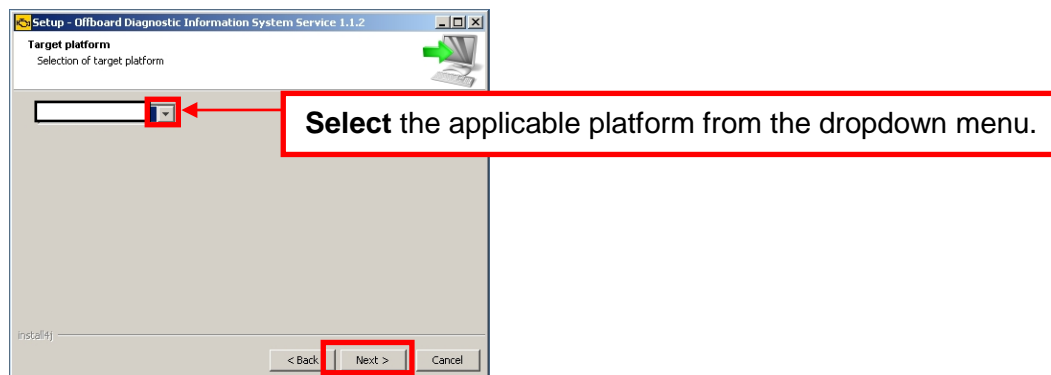
Note:

Steps 11 and 12 configure the installed software to the diagnostic device platform and diagnostic interface (connection) method. **If the correct diagnostic platform & interface (connection) methods are not selected, an “Invalid License File” error will appear during the Post-Setup Diagnostic Data Installation process (Section 3.3).**

11. Select the applicable **diagnostic device platform** from the **dropdown menu** as follows:

- VAS 5051B console: Select **VAS 5051B**
- VAS 5052A tablet: Select **VAS 5052A**
- VAS 6150/X laptop & VAS 6160/V tablet: Select **Standard PC/notebook**

Click **Next**:



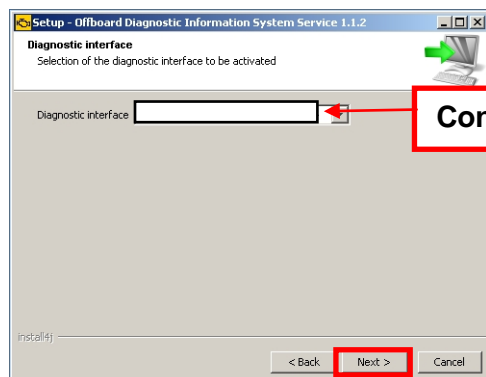


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12. **Confirm** that the applicable **diagnostic interface (connection)** appears as follows: Select from dropdown menu if necessary:

- VAS 5051B console: **VAS 5051B with diagnostic cable**
- VAS 5052A tablet: **VAS 5052A with radio head VAS 5054A**
- VAS 6150/X laptops & VAS 6160/V tablet: **Notebook/PC with radio head VAS 5054A**

Click **Next**:



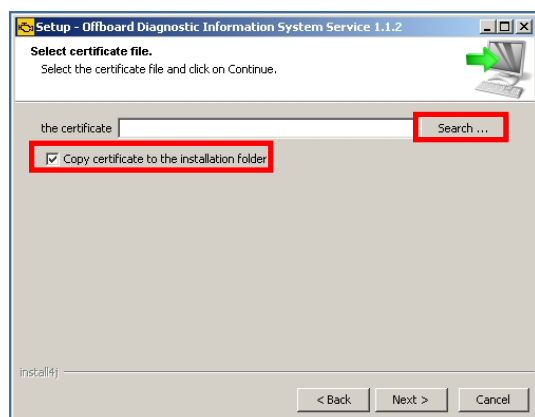
Confirm that the applicable diagnostic interface appears.

13. On **diagnostic laptops and tablets only**, a Bluetooth interface alert window appears. Click **Next**.

ATTENTION!

- Steps **14** through **17** describe the **installation** of the device-specific **license file!**
- **Due to a translation error, the license file is referenced incorrectly in the following installation routine windows as a “certificate file”.**
- Retrieve the **license file** from the **folder saved on Windows desktop** or other location on the diagnostic device, **OR** the **original or backup USB flash drive**.

14. Ensure **Copy certificate to the installation folder** is checked. Click **Search**:



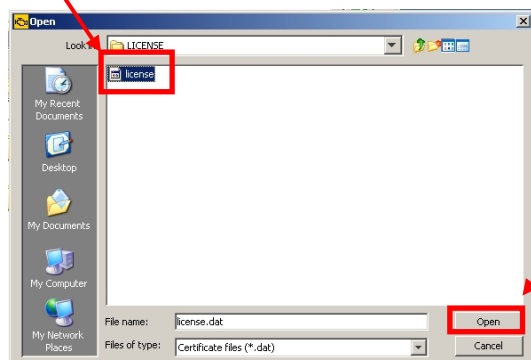
15. Navigate to the Windows desktop or other location containing the folder with the **saved license file**.

Optional: Insert the **original** or **backup** USB flash drive with **Master List** and **Device ID** folders into an open USB port. Open the USB flash drive directory and locate the applicable **Device ID** folder. Open the **License** subfolder containing the saved license file.



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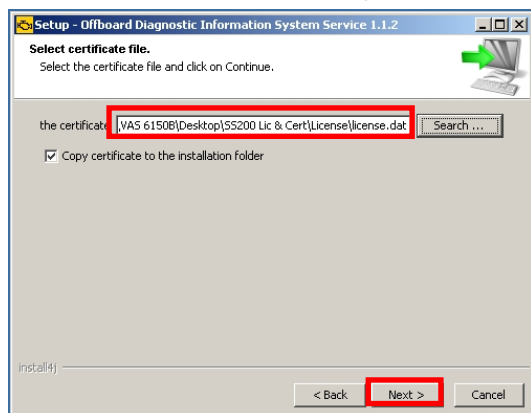
16. Select / highlight the license (.dat) file, then click **Open** (as illustrated below):



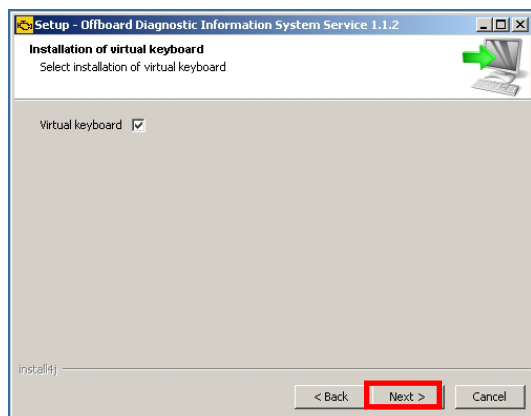
Note:

DO NOT double click on the license file in its saved location!

17. Ensure the license file is copied to the installation window: Click **Next**:



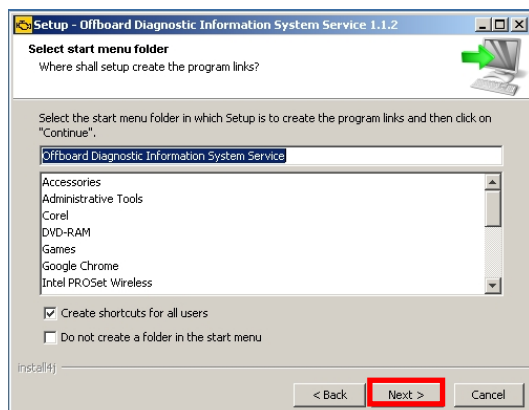
18. No action needed (**DO NOT** uncheck virtual keyboard). Click **Next**:



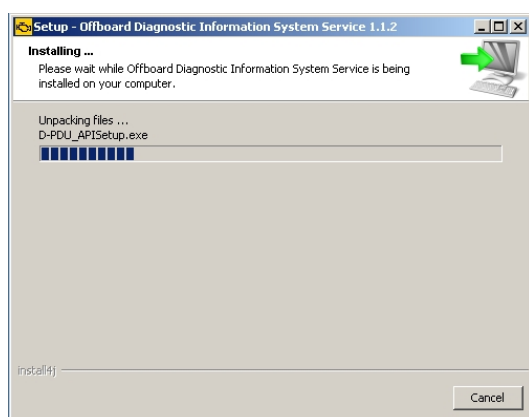


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19. No action needed. Click **Next**:

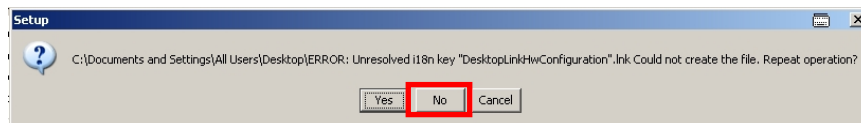


20. **Wait** while several different phases of file installation take place:

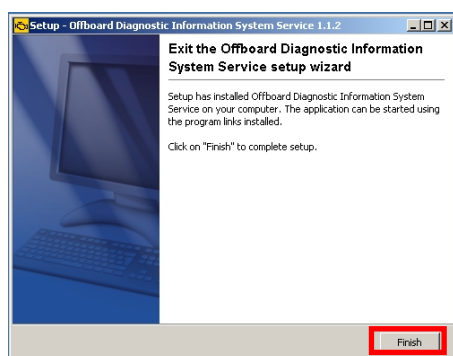


21. If a prompt to overwrite the “**ODIS service uninstall.exe**” file appears, click **Yes**.

22. When the “**DesktopLinkHwConfiguration**” setup prompt appears, click **No**:



23. Click **Finish**: Then close the ODIS Service (E:) directory window.



Software & License Installation steps complete



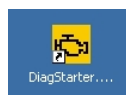
Service Information

3.3 – Update – Post Setup Diagnostic Data Installation

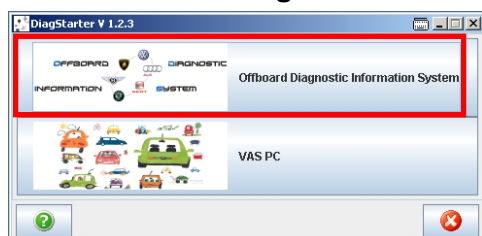
The first time ODIS Service is started after an update installation via DVD, the **PostSetup - Configuration data installation** process (that installs diagnostic data from the DVD) must be performed. With update installation V1.1.2, the post-setup takes place in **two parts** from two different target directories.

3.3.1 – Post Setup – Part 1

1. From the Windows desktop, locate and click the **DiagStarter....** Icon:



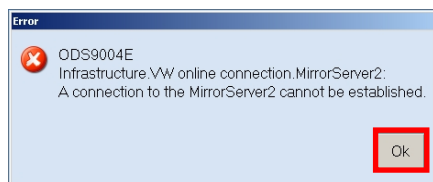
2. Select **Offboard Diagnostic Information System**:



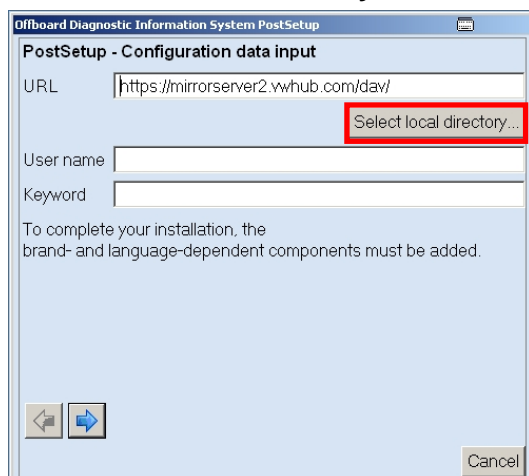
3. Wait while the program starts:



4. When the **ODS9004E Infrastructure - Mirror Server2** error message appears, click **OK**:



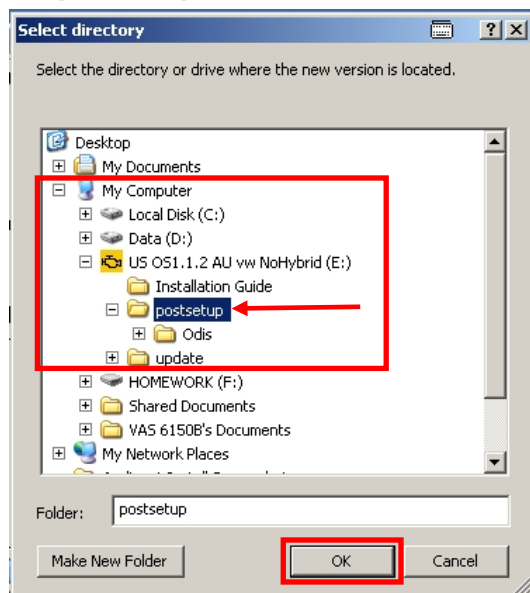
5. Click **Select local directory**:



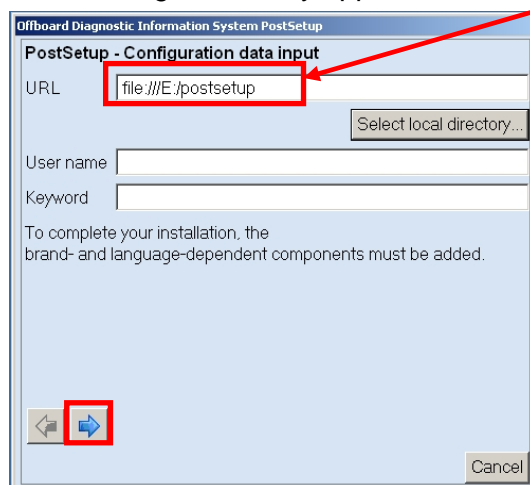


Service Information

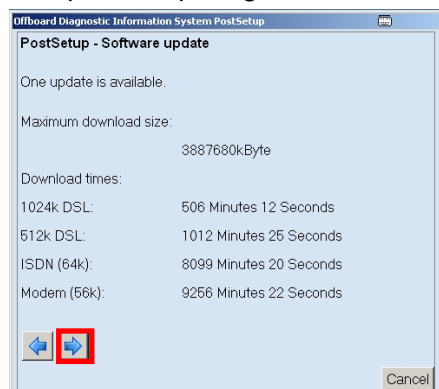
6. Expand [+] the **My Computer** and **US OS1.1.2 AU vw NoHybrid (E:)** directories. **Select / highlight** the **postsetup** folder and click **OK**:



7. Confirm target directory appears as: **file:///E:/postsetup** ...then click the blue **Forward Arrow** button:



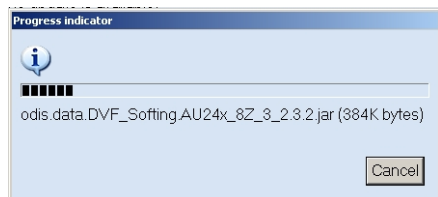
8. The postsetup diagnostic data **on disc** is summarized. Click the blue **Forward Arrow** button again:





Service Information

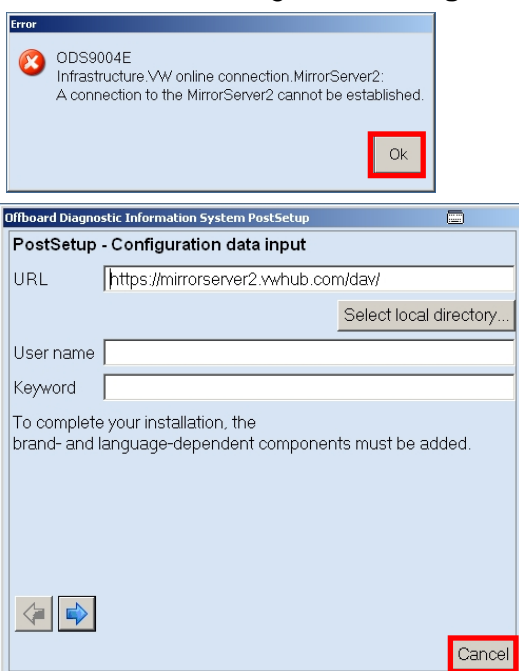
9. Wait while the diagnostic data installation takes place:



Note:

The **Progress indicator** window may appear to stall or lock at times during the data installation. This is normal. Please be patient!

10. When the **Post Setup – Part 1** data installation is complete, the **ODS9004E Infrastructure - Mirror Server2** error message and **Configuration data Input** windows will appear: Click **OK / Cancel**:



The ODIS Service application will automatically shut down and restart.

Proceed with the **Post Setup – Part 2** procedure starting on **Page 12**.

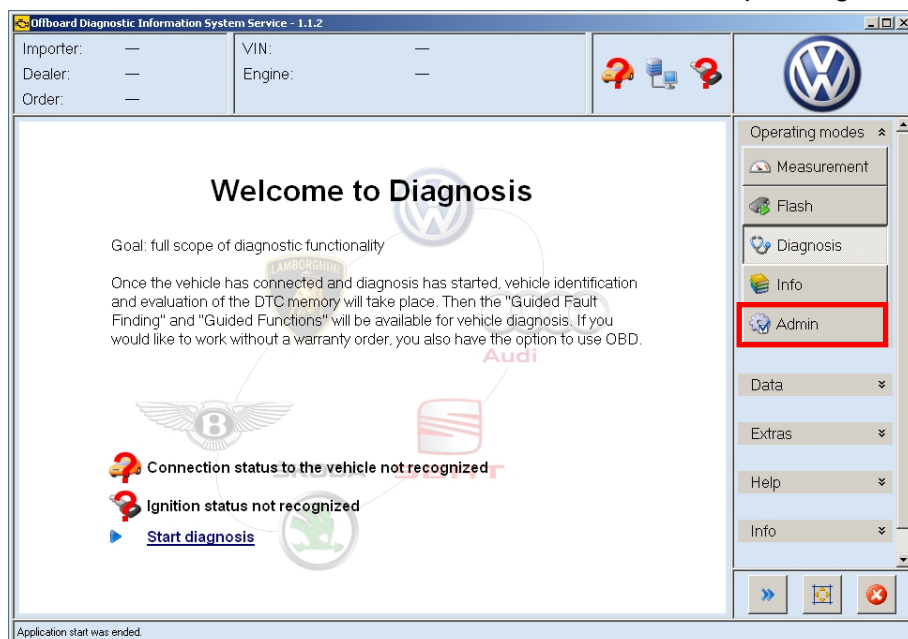
Continued .../12



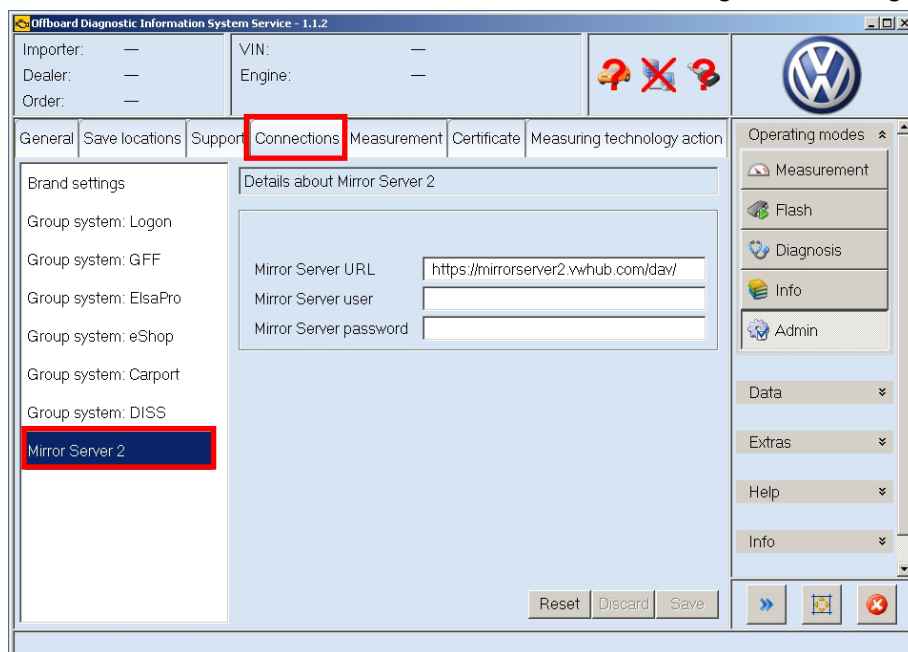
Service Information

3.3.2 – Post Setup – Part 2

1. From the ODIS Service main screen, select the **Admin** operating mode:



2. Select the **Connections** tab and **Mirror Server 2** configuration category:



Continued ...13/



Service Information

3. **Delete** the existing **Mirror Server URL** by **backspacing out** all characters in the field as illustrated:

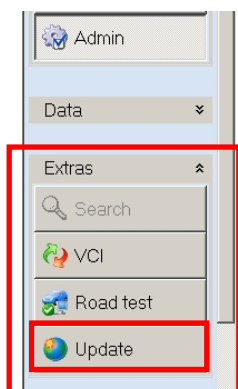
4. **Manually type in:** **file:///E:/update** in the Mirror Server URL field ...then click **Save / Yes:**

Continued ...14/

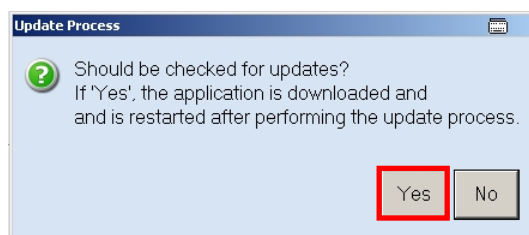


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5. From the ODIS Service main screen (lower right), expand the **Extras** category and select **Update**:

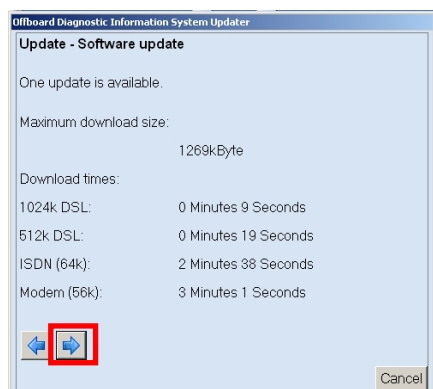


6. Click **Yes**:



The **ODIS Service** application will automatically shut down and restart. On restart, the update target manually entered in Step 4 is read and a **System Updater** window is displayed.

7. Click the **blue forward arrow** button:



8. **Wait** while the data installation takes place.



Note:

The **Progress indicator** window may appear to stall or lock at times during the data installation. This is normal. Please be patient!



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When the **Post Setup – Part 2** data installation is complete, **ODIS Service will automatically shut down and restart.**

9. Remove the ODIS Service Update Installation DVD from CD/DVD drive and store in a safe place.

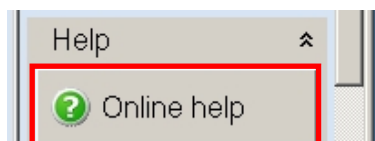
Post Setup Diagnostic Data Installation steps completed

4.0 – Post-Setup Configuration

The following subsections describe ODIS Service configuration using the **Administration (Admin)** operating mode.

The **Admin** configuration steps that follow **must be performed prior to placing the updated diagnostic device back into service.** All **Admin** settings can be changed at any time.

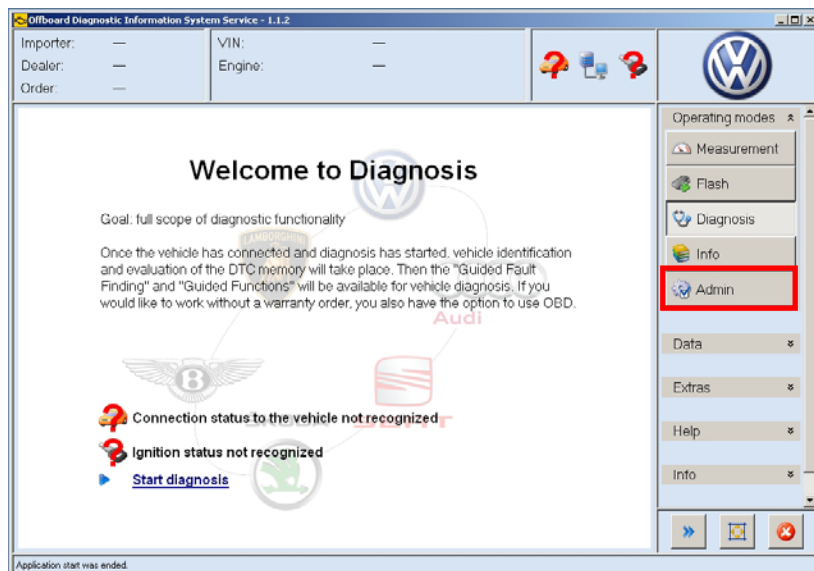
After selecting any of the tabbed sections in the **Admin** function, click **Help > Online Help** to view a description of that section's contents:



4.1 – Administration - General

The following subsection describes ODIS Service configurations using the **Admin > General** operating mode.

1. From the ODIS Service main screen, select the **Admin** operating mode:



The **General** tab is displayed first by default.

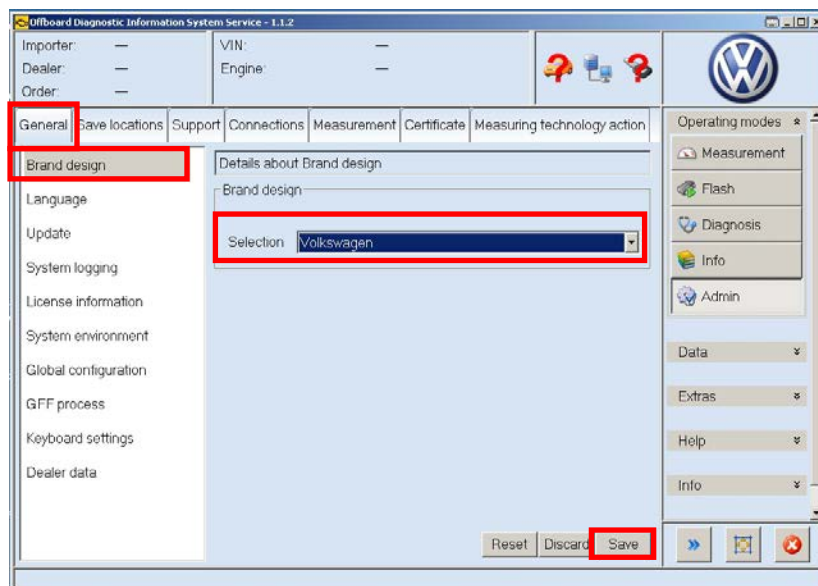


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4.1.1 – Brand Design

The **brand logo** and **user interface colors** are configured with the **Brand design** function.

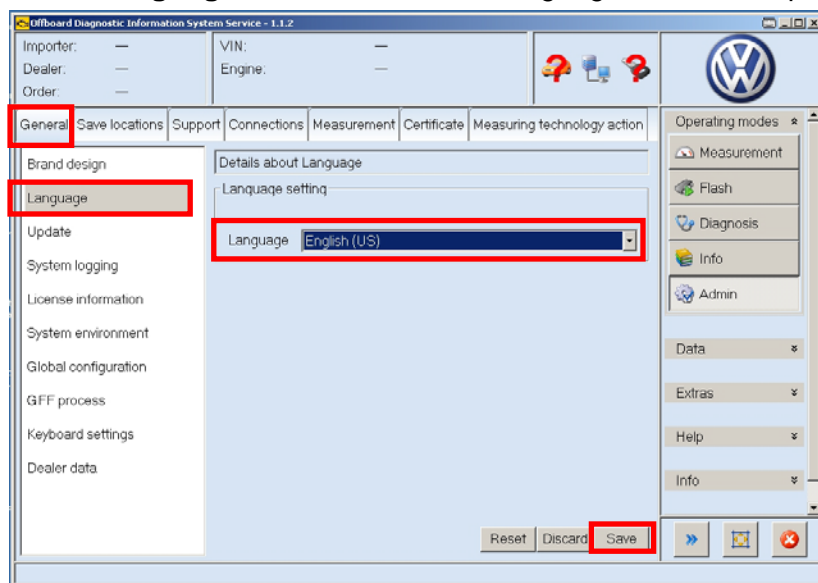
1. Select **Brand design** and choose the desired brand theme from the dropdown menu. Click **Save / Yes**:



4.1.2 – Language

The **language displayed by the user interface** is configured with the **Language** function. The available languages are those selected in addition to English (US) at the start of the software installation process.

1. Select **Language**: Choose the desired language from the dropdown menu. Click **Save / Yes**:





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4.1.3 – Updates

The **update schedule** for incremental software and diagnostic data updates via a network connection is configured with the **Update** function.

1. Select **Update**: Review the available update schedule settings:

Offboard Diagnostic Information System Service - 1.1.2

Importer: — VIN: —
Dealer: — Engine: —
Order: —

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand design
Language
Update
System logging
License information
System environment
Global configuration
GFF process
Keyboard settings
Dealer data

Details about Update

Schedule

Update cycle (in days) 1
Update time 12:00
Update on Monday ☐
Update on Tuesday ☐
Update on Wednesday ☐
Update on Thursday ☐
Update on Friday ☐
Update on Saturday ☐
Update on Sunday ☐
Start update after (s) 0

Reset Discard Save

2. Configure the update **cycle** and **time** appropriate for your facility: Place check marks in the **days** desired (We recommend checking **all** days). Click **Save / Yes**:

Offboard Diagnostic Information System Service - 1.1.2

Importer: — VIN: —
Dealer: — Engine: —
Order: —

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand design
Language
Update
System logging
License information
System environment
Global configuration
GFF process
Keyboard settings
Dealer data

Details about Update

Schedule

Update cycle (in days) 1
Update time 12:00
Update on Monday ☒
Update on Tuesday ☒
Update on Wednesday ☒
Update on Thursday ☒
Update on Friday ☒
Update on Saturday ☒
Update on Sunday ☒
Start update after (s) 0

Reset Discard Save

Note:

When incremental updates become available via a network connection, update prompts appear in accordance with your configured schedule whenever ODIS Service is started or shut down. **Always heed the size and estimated download times of available updates and schedule them accordingly!**

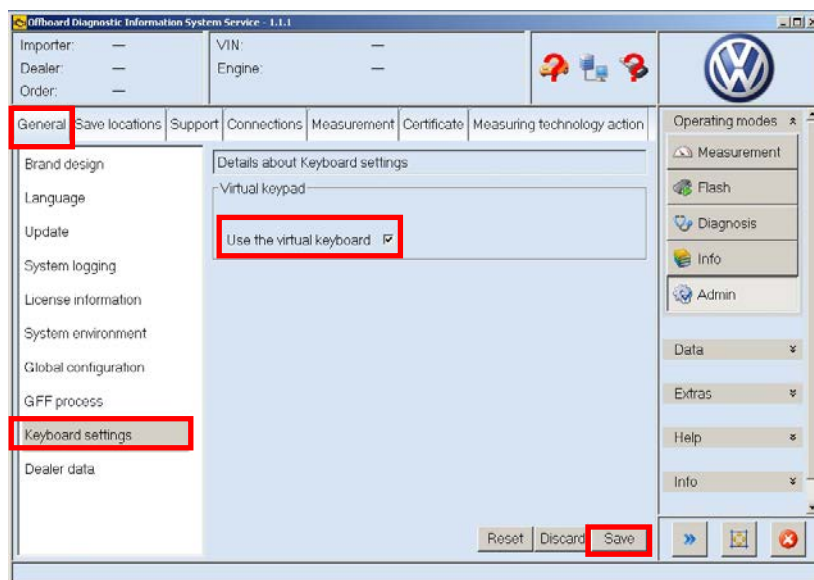


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4.1.4 – Keyboard

If desired, switch the virtual keyboard on or off as desired for the applicable diagnostic device.

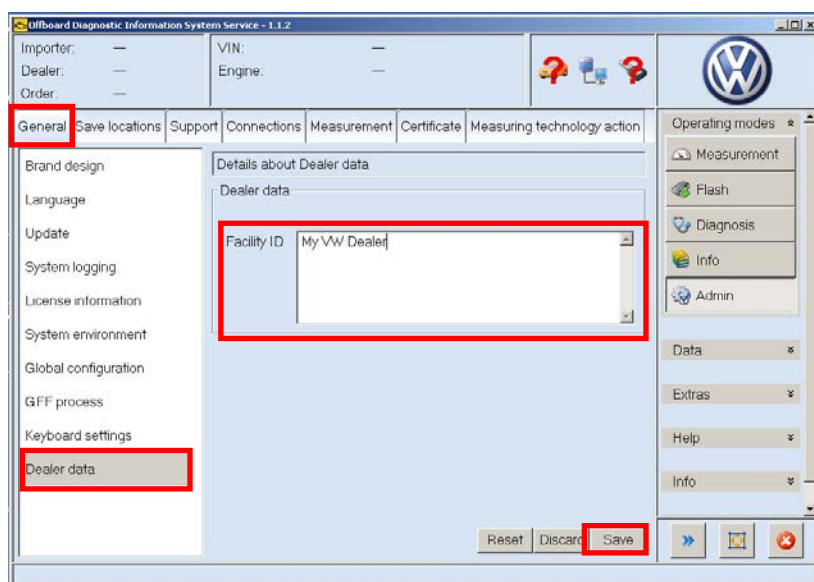
1. Select **Keyboard settings**: If desired, place a **checkmark** next to **Use the virtual keyboard**. Click **Save / Yes**:



4.1.5 – Dealer Data

If desired, configure the name of the dealership to appear in the saved diagnostic logs.

1. Select **Dealer data**: Enter the name of the dealership in the **Facility ID** entry field (**do not exceed 100 characters including spaces**). Click **Save / Yes**:





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4.2 – Administration - Support

The following subsection describes ODIS Service configurations using the **Admin > Support** operating mode.

1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** section is displayed first by default:

The screenshot shows the 'Offboard Diagnostic Information System Service - 1.1.2' window. The 'Support' tab is selected in the top navigation bar. The 'Contact data' section is active, displaying a form for 'Details about Contact data'. The form includes fields for 'First name', 'Last name', 'E-mail address', 'Telephone number', and a dropdown for 'Automatic positive feedback' (set to 'On'). A 'Save' button is visible at the bottom right of the form. The left sidebar shows 'Contact data' as the selected option under the 'Support' tab.

4.2.1 – Contact Data

Contact information is saved as necessary for **Support** button requests.

1. Fill in all pertinent contact details. Ensure a valid email address is entered: Click **Save / Yes**:

This screenshot shows the same 'Contact data' form as the previous one, but with sample data entered into the fields: 'First name' is 'Xxxxxxxx', 'Last name' is 'Xxxxxxxxxx', 'E-mail address' is 'xxxxxx@xxxxxxx', and 'Telephone number' is 'xxx xxx xxxx'. The 'Automatic positive feedback' dropdown remains set to 'On'. The 'Save' button at the bottom right is highlighted with a red box, indicating the next step in the process.



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4.2.2 – Email Outbox Server

The **Email Outbox Server - Connection parameters** that are **specific to the dealership network** must be configured before using the **Support** button.

1. Select **E-mail outbox server**: Select and/or fill in all information as applicable and **specific to the dealership network**. Click **Save / Yes**:

Offboard Diagnostic Information System Service - 1.1.2

Importer: — VIN: —
Dealer: — Engine: —
Order: —

General Save locations **Support** Connections Measurement Certificate Measuring technology action

Contact data

E-mail outbox server

Details about E-mail outbox server

Connection parameters

Connection: [Dropdown]
Mail server: [Text]
Mail server port: [Text]
Mail server login: [Text]
User name: [Text]
Password usage: [Dropdown]
Secure connection: [Checkbox]
E-mail sender address: [Text]

Reset Discard **Save**

Operating modes
Measurement
Flash
Diagnosis
Info
Admin
Data
Extras
Help
Info

ATTENTION!

- If you are unaware of the connection parameter details required here, ask your dealership systems/email administrator or IT Professional for assistance!
- Email types and their server connection parameters are always specific to each dealership network. As a result, DTSS consultants cannot assist with specific advice!
- For additional information, refer to Service Information - ODIS Service document title: ODIS Service Email Outbox Configuration located in the Workshop Equipment > ODIS Service section in ServiceNet.
- We recommend that the dealership-specific settings required here be recorded for future reference.

Continued ...21/

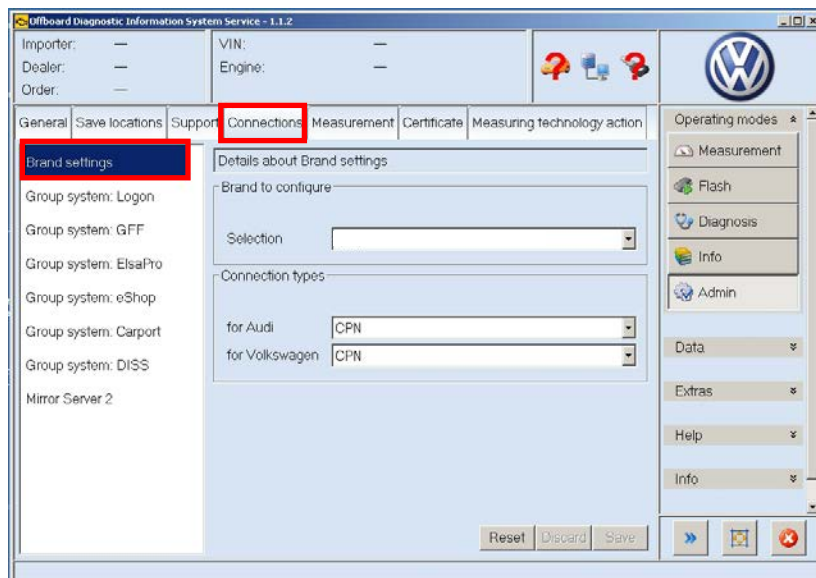


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4.3 – Administration - Connections

The following subsection describes software configuration using the **Admin > Connections** operating mode.

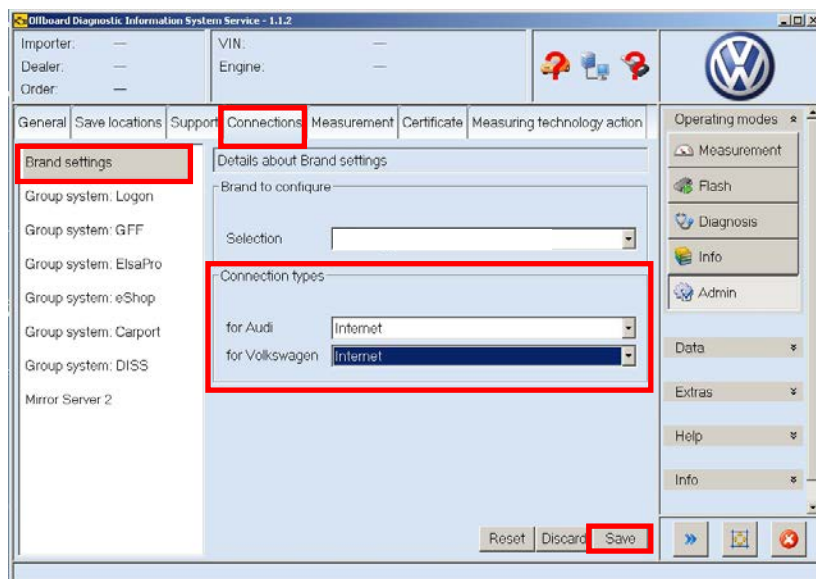
1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** data section is displayed first by default:



4.3.1 – Brand Settings Data

The connection to **VWAG Group systems** (to transmit GFF logs, etc.) is configured via **Brand settings**.

1. **Change** the default **Connection type** in the dropdown menu(s) from **CPN** to **Internet**: Click **Save / Yes**:





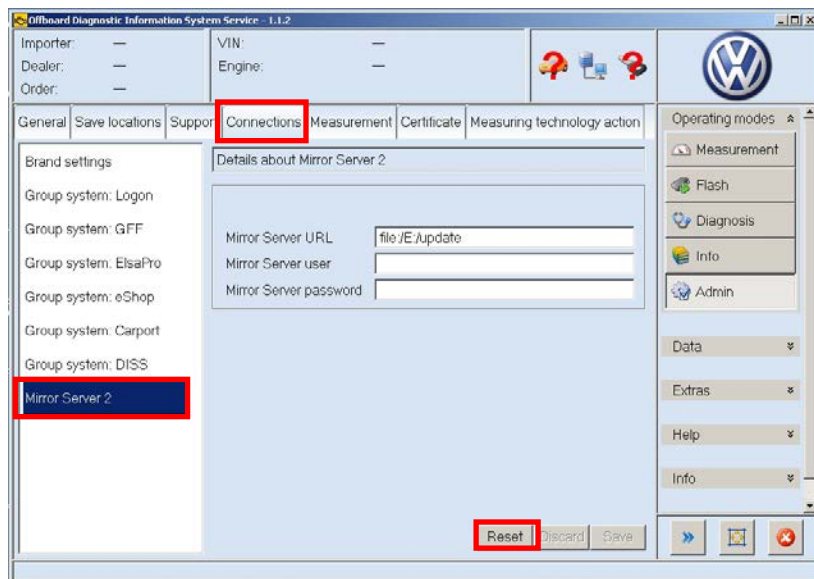
Service Information

4.3.2 – Mirror Server 2

The connection to the URL for incremental **online updates** is configured via **Mirror Server 2**.

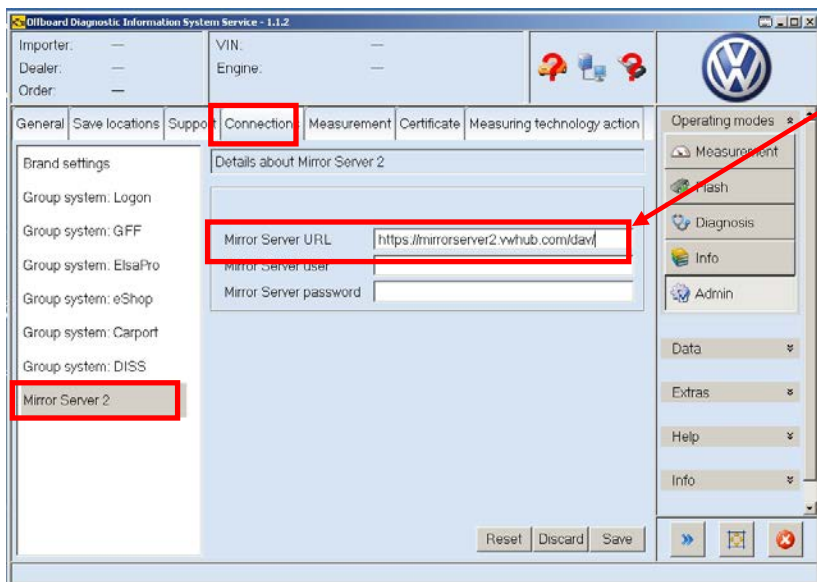
With this update installation, the existing update directory must be reset to the **Mirror Server 2 URL** for the US /CDN market.

1. Select **Mirror Server 2**. Click **Reset**:



The Mirror Server 2 URL for the US/CDN market is automatically read from the license file and reset.

2. **Confirm the Mirror Server URL** now appears as: **<https://mirrorserver2.vwhub.com/dav/>**



All Post Setup Configuration steps completed – All update steps completed