Service Information

Offboard Diagnostic Information System Service (ODIS Service)   **Number: VOS-12-22**

Subject: ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop)   **Date: Dec. 12, 2012**

Supersedes VOS-12-07 due to revised and additional information.

1.0 – Introduction

Phase 1 is the **first of three** documentation phases in the **initial ODIS Service software installation process on VAS diagnostic devices.**

For information on all phases of the initial installation process, please refer to **Service Information - ODIS Service** document title: **ODIS Service - Introduction and Installation Documentation Guide.** All initial installation phases must be completed in order, one after another prior to using ODIS Service.

The **device preparation** and **license request** processes required prior to the initial installation of ODIS Service software DVDs **are described in this document.** If an installed license is corrupted, or the original or backup copy of the license file is misplaced, use these instructions to perform replacement license requests.

Completion of the preparation and license request steps are prerequisite to performing **ODIS Service Installation Phase 2 – Software Installation & Configuration.**

Prior to making requests, we encourage personnel to first read this document in its entirety to become familiar with the step-by-step processes.

We recommend printing a copy of these instructions. Check boxes are provided to note the completion of each major section. A preparation checklist is provided at the end of these instructions.

If assistance with specific instruction steps is needed, contact VWGoA DTSS at 1-888-896-1298.

2.0 – Personnel Prerequisites

We recommend each dealership appoint an **ODIS Service Software Administrator** to prepare devices, perform license requests, manage receipt of the license files and install software. **Individuals tasked with this role must be competent with computer software installation and configuration** and have access to dealership email. They must also be free to administer the entire process on all diagnostic devices in service as time permits.

In order for the appointed ODIS Service Administrator to request licenses and security certificates, the dealership systems administrator must grant them access to the **eShop** and **eCRMS applications** on **vwhub & ServiceNet**. Please consult with your dealership systems administrator for further details.

The license products displayed in the eShop application depend on the brand(s) **associated with the dealer logon** of the ODIS Service Administrator, i.e.: Volkswagen (only), Audi (only) or dual Volkswagen and Audi.

	Personnel Prerequisite steps complete

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3.0 – Diagnostic Device Identification & Record-Keeping

3.1 – Supplementary Materials

Error-free software and license installations rely on **identifying** and **recording** individual diagnostic device information, and precise management of the **license** files prior to software installation. To support this we recommend obtaining the following supplementary materials:

- ☐ Enough self adhesive stickers or labels to mark all eligible devices.
- ☐ One USB flash drive (empty)
- ☐ Permanent marker

3.2 – Diagnostic Device Eligibility

The following VAS diagnostic devices are eligible for ODIS Service installation:

- ☐ **VAS 5051B** consoles (Additional info applies. Ref. to *Hardware Prerequisites* below)
- ☐ **VAS 5052A** tablets
- ☐ **All VAS 6150** class laptops
- ☐ **VAS 6160/V** tablets

> **ATTENTION!** **Installation on commercially available laptop and tablet devices is not supported at this time. License requests for laptops and tablets other than VAS class are rejected.**

Hardware Prerequisites – All Devices:

- ☐ *Functional CD/DVD drive.*
- ☐ *Device enabled for network (Internet) connectivity with access to vwhub / ServiceNet. Cabled (Ethernet) connection is preferred.*
- ☐ *VAS 5051B: 1GB standard or upgraded RAM, upgraded to Windows XP®, and SAM Battery Maintenance software and firmware update installed (from Utility CD V3.0).*
- ☐ *VAS 5052A: SAM Battery Maintenance software installed (from Utility CD V3.0).*
- ☐ *VAS 5052A & 6160/V: Connect USB mouse and keyboard for easier input.*

3.3 – Assign Device IDs

1. Determine the inventory of all eligible diagnostic devices in workshop service as specified above.
2. Apply a **self adhesive label** to each eligible device in a clean, conspicuous area.
3. Mark the device **model designation** along with a **numeric descriptor** on each label.

> *Notes:*
> - *Applying numeric descriptors distinguishes **single devices in service** from **more than one of the same device** in service.*
> - ***Device ID** examples: **5051B_1, 5052A_1 = only one of each in service**, and **6150_1**, **6150_2**, **6150_3** etc. = three 6150 laptops in service.*

From here on these will be referred to as your **Device IDs**. If self adhesive labels are not available, neatly mark your **Device IDs** with permanent marker.

3.4 – Prepare USB Flash Drive

The **hardware key** generated for each diagnostic device must be **recorded** and the **license** file stored and managed for future retrieval and reference. The security certificate file must also be stored along with additional information. Following is **a suggested method** to record information and store files:

1. Insert empty **USB flash drive** into any PC or laptop.
2. From the Windows desktop, click **My Computer**.
3. **Right click** on USB drive **REMOVABLE (X:)** and select **Rename** from the dropdown menu.
4. **Enter** a unique name (max 11 characters) identifying the drive contents. Example: **"ODISMaster"**
5. **Open** the drive and **Create** folders for **each eligible diagnostic device identified in Step 3.3.3**. These folders are the depositories for the individual device **license** and **security certificate** files.
6. **Name** each folder to correspond with your assigned **Device IDs**. Example:
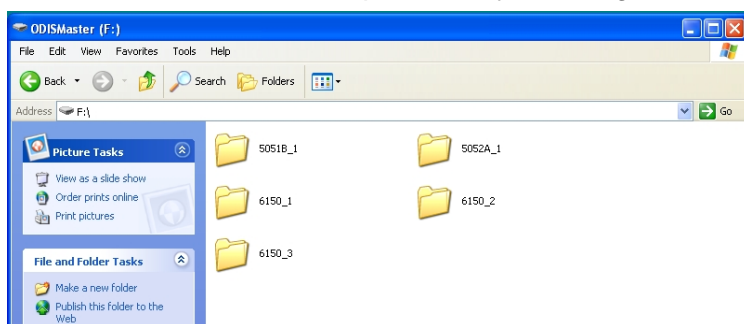
7. **Open** each **Device ID** folder and **Create two subfolders:** Name one folder **"License"** and the other folder **"Certificate".** Example:
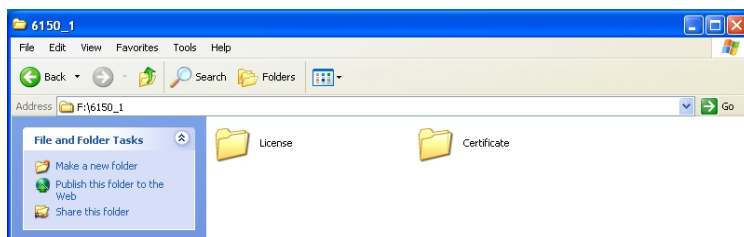
8. **Close** all folders after naming and return to the USB drive directory.
9. **Create** a new **Wordpad d**ocument. The **license order numbers** and **hardware keys** will be recorded here.
10. **Create** a list with the following headings: **Order Numbers:**, **Device IDs:** and **Hardware Keys:**.
11. Enter all assigned **Device IDs in the list,** and create a very wide hardware key column. Example:

Order Numbers:	Device IDs:	Hardware Keys:
	5051B_1	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
	5052A_1	
	6150_1	
	6150_2	

12. **Save** Wordpad document **As: "ODIS Service Master List"** (or similar).
13. **Close** the **Master List**.

14. **Safely remove / eject** USB flash drive.

15. If possible, physically mark the USB flash drive with **"ODIS Service"** (or similar).

16. **Retain** USB flash drive. It will be used during the **eShop license request** session on each device.

☐ | **Device Identification & Record-Keeping steps complete**

4.0 – License Requests (eShop)

> *Notes:*
>
> - *Separate ODIS Service license requests must be made **via eShop** for **each individual diagnostic device** based on its unique **hardware key.***
>
> - *During the introduction period we recommend license requests and installations **are limited to one or two devices** in order to become familiar and comfortable with the entire process.*
>
> - *License requests are submitted online via the **eShop** application administered by VWAG.*
>
> - *License requests **must be made using the diagnostic device on which the license file will be installed**. Always note the **Device ID** of the device on which the request is performed.*
>
> - *First time users of eShop must perform a one-time only registration prior to making requests.*
>
> - *Allow approximately 10 minutes for each license request.*
>
> - *Regardless if license requests are made for a **single brand franchise** or a **dual brand franchise**, only **one** license file is needed per device. The license file determines the installation of brand-specific diagnostic data (single or dual).*
>
> - *Please ensure that a **valid email address** is entered / confirmed in the request. **This step is crucial because license files are delivered to the email address entered in the request! VWGoA and VWAG are not responsible for misdirected license file delivery emails.***
>
> - *After submission, each license request is reviewed by VWGoA and approved as applicable.*
>
> - *We anticipate that license requests submitted **before 1:00 PM EST** will be approved along with license file delivery **within three hours**. License requests submitted **after 1:00 PM EST** may take **up to one business day** to be approved along with license file delivery.*

Prerequisites:

☐ ***ODIS Service Administrator is granted access to vwhub and eShop.***

☐ *Diagnostic device plugged in to power adapter and booted to Windows® desktop.*

☐ *Device connected to dealership network (Internet). Cabled connection preferred.*

☐ *USB flash drive prepared in Section 3.4 on hand.*

1. **Insert** prepared USB flash drive in available port on device requiring a license request.

2. **Open** the USB flash drive directory.

3. **Open** and **Minimize** the "**Master List" Wordpad** document prepared earlier.

4. **Launch Internet Explorer**.

5. Logon to **ServiceNet** and go to **Workshop Equipment > Offboard Diagnostic Information System Service (ODIS Service). Optional:** Logon to **vwhub** and go to **My Page or Service > Related Sites.**

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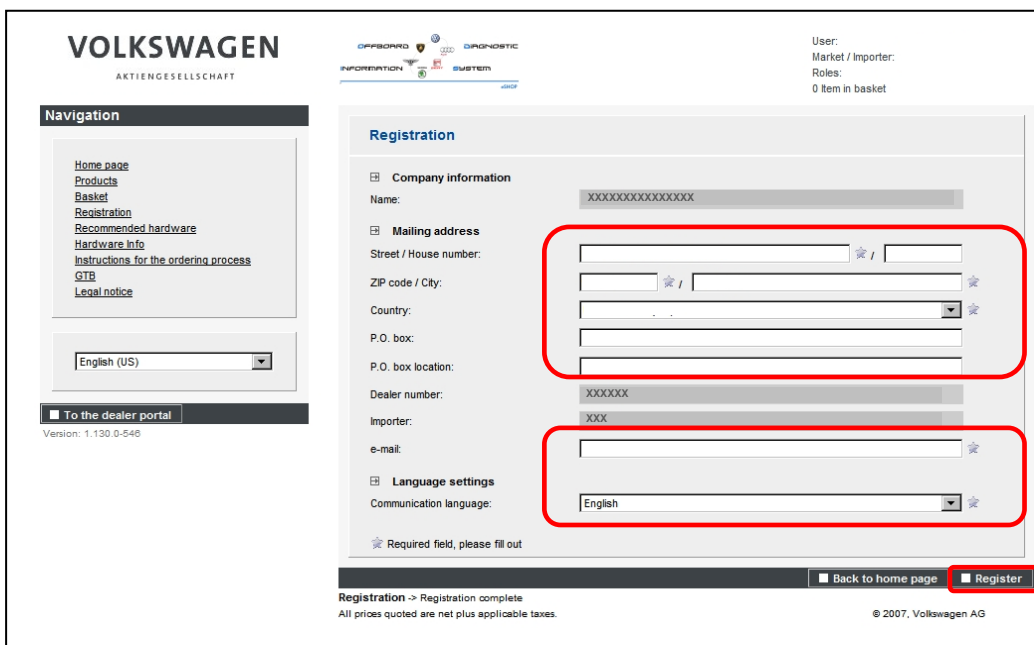
6. Click on the link to **ODIS eShop.**

> **Note:**
>
> *After first time registration in **eShop**, subsequent requests with the same logon will not display the registration steps.*

7. From the **Navigation** menu, click **Registration, OR** click on the **Registration Icon**:
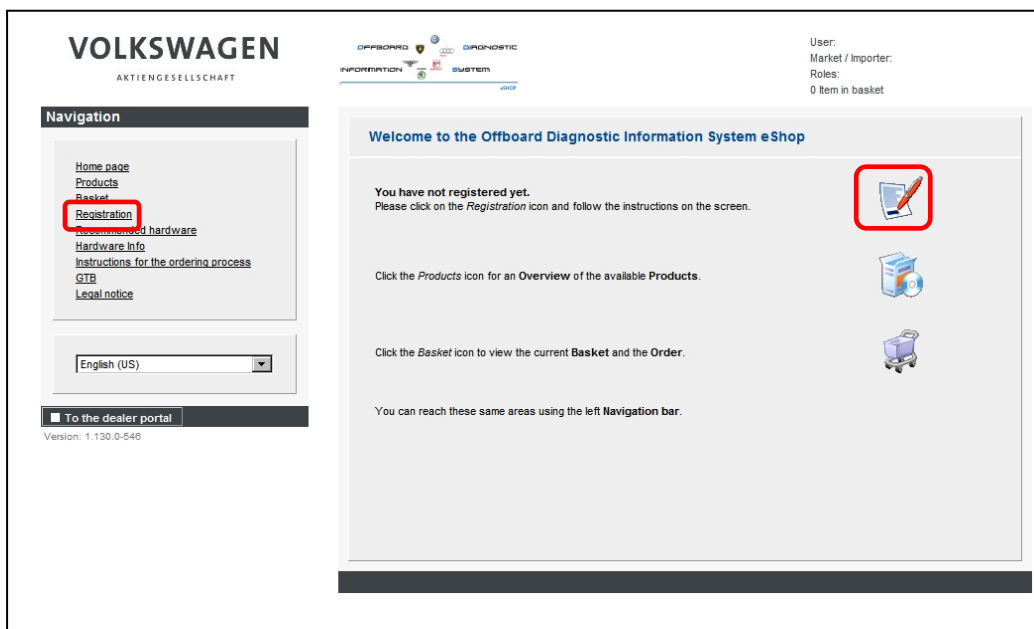
8. Complete /confirm all required fields (⭐) and click **Register:**

9. Confirm entered information and click **Back to home page:**

10. From the **Navigation** sidebar menu, click **Products, OR** click the **Products Icon**:

11. From the **Products** display, review the available US/CDN software subscription products by brand.

> *Notes:*
> - *Administrators at single brand dealers have only **one available license** selection.*
> - *Administrators at dual brand dealers have **two available license** selections. At dual brand dealers, **both available license selections must always be made during the request**.*
> - *The request example illustrated here is for a dual brand license.*

12. Click on a desired product **shopping cart icon** and then click **To the basket:**

13. If requesting **dual brand** products, click the **additional brand shopping cart icon,** and then click **To the basket:**

14. Click **To the Order** (**DO NOT** change Number quantity **(1)** in the dropdown):

15. Click the **hardware key icon (** 🔑 **)** for a brand product:

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16. Click **Run:**
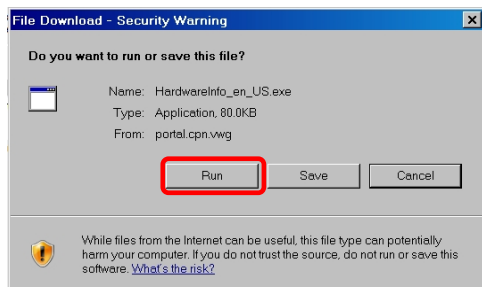
17. Click **Run:**

18. Click **OK.** The **hardware key** is saved in **"clipboard"** memory:
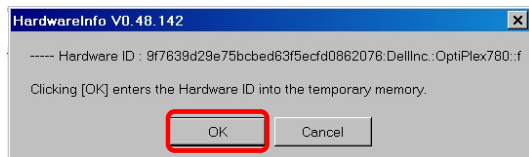
19. **Left click** the first **Hardware key** entry field. **Paste** the saved hardware key into the field:
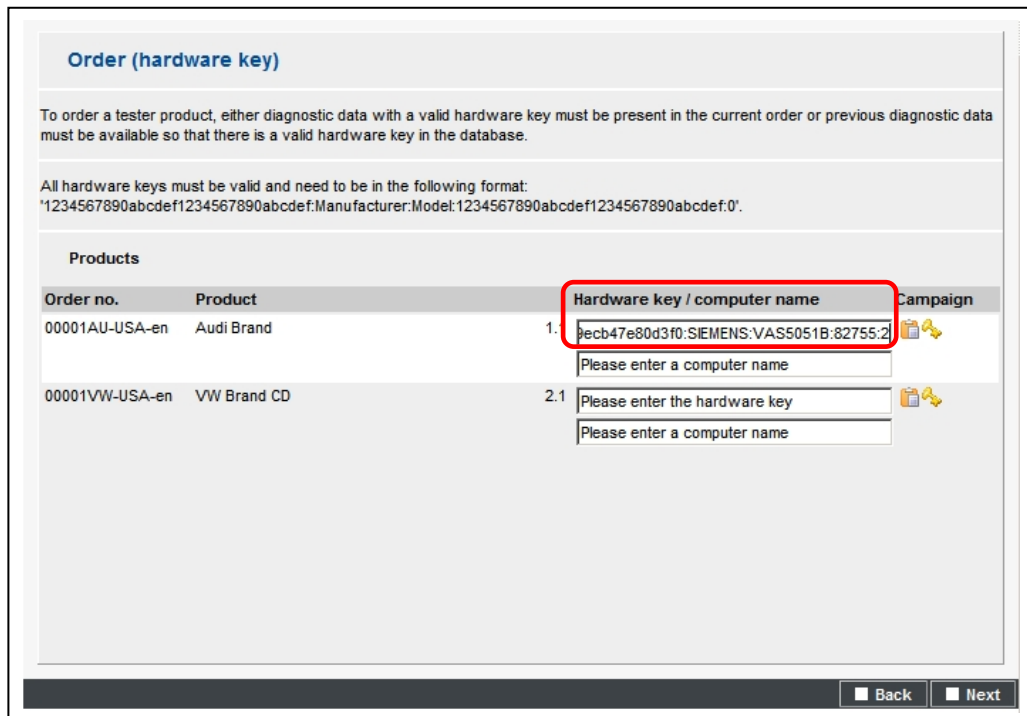
20. **Left click** the first **computer name** field. The hardware key will automatically populate the field.

21. **Repeat steps 19 and 20 to populate the hardware key** in the additional brand **hardware key** and **computer name** entry fields if applicable:

22. **Minimize** the Internet Explorer window with the current **eShop** session.

23. **Maximize** the **Master List WordPad** document on the USB flash drive.

24. **Paste** the **hardware key** into the **Master List** next to its **Device ID**. Example:

<u>Order Numbers:</u>   <u>Device IDs:</u>   <u>Hardware Keys:</u>

                            5051B_1   **12xx3x45xx6x78xxx9xx01xx23xx4567:xxxxx:xxx:**

                            5052A_1

                            6150_1

                            6150_2

25. **Save** and **Minimize** the **Master List WordPad** document.

26. **Restore** the Internet Explorer window with the current **eShop** session.

27. **Confirm** the **hardware key** is saved in **All Hardware key / computer name entry fields**. Click **Next:**

ATTENTION!

<u>All</u> **Hardware key** <u>AND computer name</u> **entry fields MUST contain the hardware key from the device on which the license request is made.**

License requests with <u>Hardware key / computer name</u> **fields containing any information other than the hardware key will be rejected!**

28. **Confirm** that the requested products appear in the top portion of the **Order (delivery data)** display.

29. In the **Order information** section, place a check next to **I accept the general terms of business,** and **confirm / enter the email address to** which the license file will be delivered.

30. Click **Check order**:

31. **Confirm** the saved email address. Click **Order** to submit the license request:

32. Click on **Order confirmation (HTML):**

> **Note:**
>
> **DO NOT** click on **Order confirmation (PDF)!** A prompt to accept a German language Adobe Acrobat license may appear and the screen may lock.

33. **Locate** and note the **Order Number** from the HTML document,

34. **Maximize** the **Master List WordPad** document on the USB flash drive.

35. **Record** the **order number** in the **Master List** next to the **Device ID** and its **Hardware Key**. Example:

Order Numbers:	Device IDs:	Hardware Keys:
1234	**5051B_1**	**12xx3x45xx6x78xxx9xx01xx23xx4567:xxxxx:xxx:**
	5052A_1	
	6150_1	
	6150_2	

ATTENTION!

In order to prevent device-specific license file installation errors during ODIS Service Installation Phase 2 - Installation, it is imperative that each individual Hardware Key is accurately associated with a Device ID and Order Number.

Accurate record-keeping now will prevent problems and delays later!

Note:

*For future reference and backup, we suggest **copying and saving the text** of the order confirmation HTML into a separate **Wordpad** document in each applicable **Device ID folder** on the USB flash drive. **Name** the document: "**License Order Confirmation for Device ID XXXX_X**",* then **Save** and **Close** *the document.*

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36. **Save** and **Close** the **Master List Wordpad** document.

37. **Close** the order confirmation HTML.

38. From the **Navigation** menu, click **To the dealer portal**.

39. From the Dealer portal, click **Logout** and then **Close** Internet Explorer.

40. **Safely remove / eject** USB flash drive and retain for subsequent license requests.

☐   **License Request steps complete**

Repeat request steps 1 through 6 and 10 through 40 on each eligible diagnostic device in service. Be sure to insert the prepared USB flash drive and Open the prepared Master List Wordpad document each time!

5.0 – License File Management (USB Flash Drive)

A confirmation email indicating receipt of the request and submission for approval is sent first. When the request is approved, **a separate email containing the license file is sent.**

ATTENTION!

The email containing the license file will be titled: "Offboard Diagnostic Information System certificate". The "certificate" terminology in the email title is not to be confused with the Security Certificate process described in Phase 3 of the installation process.

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On receipt of the **license file delivery email**, proceed as follows:

1. **Note** the **Order Number** from the email.

2. **Insert** the prepared USB flash drive on the PC or laptop running the email program.

3. **Open** the **Master List Wordpad** document from the USB flash drive.

4. **Locate** the applicable **Order Number from the email** in the **Master List** and note the **Device ID associated** with the **Order Number.**

5. **Open** the **Device ID folder** on the USB flash drive that corresponds with the **Order Number**.

6. **Open** the **License subfolder. Copy / Paste the license file** (license.dat) from the email into the **License** subfolder.

7. **Close** all documents and folders.

8. **Safely remove / eject** the USB flash drive and retain for the software installation process described in **Service Information** document title: **ODIS Service Installation Phase 2 - Software Installation and Configuration.**

☐   **License File Management steps complete**

Notes:

- *To help you keep track of the preparation and license request status for individual devices over time, use the checklist* **> Page 15.**

- *Print as many individual copies of the checklist as necessary for all eligible devices on which ODIS Service will be installed. Manually enter your* **Device IDs** *in the space provided and mark completed stages accordingly.*

- *File checklists in a safe place together with your prepared* **USB flash drive** *with* **Master List** *for quick access reference when it comes time to perform the ODIS Service software installations in Phase 2.*

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ODIS Service Installation Phase 1 - Preparation Checklist
Diagnostic Device Preparation and License Request Status

Preparation Checklist for Device ID:	Checklist completed by:

Completed ☑	Device Preparation Steps:	Date Completed / Notes:
☐	Create **Device ID** folder on USB drive	
☐	Create **License** and **Certificate** subfolders	
☐		

Completed ☑	License Request Steps:	Date Completed / Notes:
☐	Select **single brand** license product	
☐	Select **dual brand** license product	
☐	Copy **Hardware Key** to **Master List on USB drive**	
☐	Confirm **valid email address** in request	
☐	Submit **license request for this Device ID**	
☐	Copy **order number** to **Master List on USB drive**	**Order Number:**
☐	Optional: Copy text from order confirmation HTML to additional Wordpad document on USB drive	

Completed ☑	License Management Steps:	Date Completed / Notes:
☐	Receive **email confirmation** of request	
☐	Receive **email with License File**	
☐	Copy **License File from email** to **Device ID > License** folder on USB drive	

☐	**Device Preparation and License Request Completed**	**Date:**

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