

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<sup>®,</sup> 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.

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## 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 document. 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	****
	5052A_1	
	6150_1	
	6150_2	

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

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- 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<sup>®</sup> 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:

<b>VOLKSWAGEN</b> AKTIENGESELLSCHAFT		User: Market / Importer: Roles: 0 Item in basket
Navigation	Welcome to the Offboard Diagnostic Information System	eShop
Home page Products Basket Resistration Recommended hardware	You have not registered yet. Please click on the <i>Registration</i> icon and follow the instructions on the screen.	
Hardware Info Instructions for the ordering process GTB Legal notice	Click the <i>Products</i> icon for an <b>Overview</b> of the available <b>Products</b> .	
English (US)	Click the Basket icon to view the current Basket and the Order.	,
Version: 1.130.0-540	You can reach these same areas using the left Navigation bar.	

8. Complete /confirm all required fields ( $\star$ ) and click **Register**:

<b>VOLKSWAGEN</b> AKTIENGESELLSCHAFT		User: Market / Importer: Roles: 0 item in basket
Navigation	Registration	
Home page Products Basket Registration	Company information Name:	X00000000000000
Recommended hardware Hardware Info Instructions for the ordering process GTB	Mailing address     Street / House number:     ZIP code / City:	
Legal notice	Country: P.O. box:	· · · · · · · · · · · · · · · · · · ·
English (US)	P.O. box location: Dealer number: Importer:	
Version: 1.130.0-546	e-mail: ⊡ Language settings	×
	Communication language:	English 💌 🖈
	Registration -> Registration complete	Back to home page
	All prices quoted are net plus applicable tax	es. © 2007, Volkswagen AG

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

<b>VOLKSWAGEN</b> AKTIENGESELLSCHAFT		User. Market / Importer: Roles: 0 item in basket
Navigation	User data stored	
<u>Home page</u> <u>Products</u> <u>Basket</u> Manage user data	You are saved in the system with the info user administration page)	ormation listed below (the data can be changed at any time by entering the
Recommended hardware Hardware Info Instructions for the ordering process	Company information Name: X	XX
GTB Legal notice	Mailing address Street / House number:	xx
Manage orders		XX / XXX
Hardware key overview	P.O. box: P.O. box location:	
English (US)	boat hander.	XX 4-A
To the dealer portal	e-mail:	XXXXXXXXX
Version: 1.130.0-546		glish
	Manage userdata -> User data stored	Back to home page 📗 Manage user data
	All prices quoted are net plus applicable taxes.	© 2007, Volkswagen AG

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

VOLKSWAGEN AKTIENGESELLSCHAFT	Сичерсина) 🖉 🖗 📖 аналовта никаператан 🌾 🖻 вывтел 	User: Market / Importer: Roles: 0 Tem in basket
Navigation	Welcome to the Offboard Diagnostic Information S	System eShop
Home page Products Basket Manage user data Recommended hardware	Click the Products icon for an Overview of the available Products.	
Hardware Into Instructions for the ordering process GTB Legal notice	Click the Basker icon to view the current Basket and the Order.	,
<u>Manage orders</u> Hardware key overview	You can reach these same areas using the left Navigation bar.	
English (US)		
■ To the dealer portal Version: 1.130.0-548		

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.

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

Products				
Product overvi	ew			
Order no.	Product	Price	Info	Campaign
00001AU-USA-en	<u>Audi Brand</u> Audi Brand Diagnostics	\$ 0.00		<b>\$</b>
00001VW-USA-en	<u>VW Brand CD</u> Hiermit enverben Sie die Rechte die VW-Marken Date	\$ 0.00		<b>4</b> 4
		Back to home	page	To the basket

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

Products				
Product overvi	ew			
Order no.	Product	Price	Info	Campaign
00001AU-USA-en	Audi Brand Audi Brand Diagnostics	\$ 0.00		<b>4</b>
00001VW-USA-en	<u>VW Brand CD</u> Hiermit enverben Sie die Rechte die VW-Marken Date	\$ 0.00		<b>\$</b>
		Back to ho	me page	To the baske

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

Basket				
Products selec	ted for the order			
Order no.	Product	Number	Unit price	Campaign
00001AU-USA-en	Audi Brand	1 💌	\$ 0.00	×
00001VW-USA-en	VW Brand CD		\$ 0.00	×
Total price			\$ 0.00	

15. Click the hardware key icon ( 4 ) for a brand product:

nust be available so All hardware keys m	duct, either diagnostic data with a valid that there is a valid hardware key in the sust be valid and need to be in the follow	ing format:
Products	1234567890abcdef:Manufacturer:Model:	1234567890abcdef1234567890abcdef:0'.
Order no.	Product	Hardware key / computer name Campaign
00001AU-USA-en	Audi Brand	1.1       Please enter the hardware key         Please enter a computer name
00001VW-USA-en	VW Brand CD	2.1 Please enter the hardware key Complex Please enter a computer name

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#### 16. Click Run:



17. Click Run:

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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:

nust be available so	that there is a valid hardware key in the da	tabase.		
	ust be valid and need to be in the following 234567890abcdef:Manufacturer:Model:123		def1234567890abcdef:0'.	
Products				_
Order no.	Product	(	Hardware key / computer name	Campaign
00001AU-USA-en	Audi Brand	1.	ecb47e80d3f0:SIEMENS:VAS5051B:827	55:2
			Please enter a computer name	
00001VW-USA-en	VW Brand CD	2.1	Please enter the hardware key	64
			Please enter a computer name	

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20. Left click the first computer name field. The hardware key will automatically populate the field.

	duct, either diagnostic data with a valid hardwar that there is a valid hardware key in the databas		resent in the current order or previo	ous diagnostic data
	ust be valid and need to be in the following form 234567890abcdef:Manufacturer:Model:1234567		1567890abcdef:0'.	
Products				
Order no.	Product	Hardw	are key / computer name	Campaign
00001AU-USA-en	Audi Brand		ee5f3793b888c29ecb47e80d3f0:Sl ee5f3793b888c29ecb47e80d3f0:Sl	
00001VW-USA-en	VW Brand CD		e enter the hardware key e enter a computer name	<b>6</b> 4

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

	duct, either diagnostic data with a valid that there is a valid hardware key in the	I hardware key must be present in the current order or previous diagnostic da e database.
	ust be valid and need to be in the follow 234567890abcdef:Manufacturer:Model	ving format: h:1234567890abcdef1234567890abcdef.0'.
Products		
Order no.	Product	Hardware key / computer name Campaign
00001AU-USA-en	Audi Brand	1.1 95fbcee5f3793b888c29ecb47e80d3f0:SIEME 💼 🍫
		95fbcee5f3793b888c29ecb47e80d3f0:SIEME
00001VW-USA-en	VW Brand CD	2.1 95fbcee5f3793b888c29ecb47e80d3f0:SIEME
		95fbcee5f3793b888c29ecb47e80d3f0:SIEME

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- 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:

Order Numbers:	Device IDs:	Hardware Keys:
	<b>5051B_1</b> 5052A_1	12xx3x45xx6x78xxx9xx01xx23xx4567:xxxxx:xxx:
	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:

Order (hard	ware key)		
	duct, either diagnostic data with a valid hardware that there is a valid hardware key in the database	key must be present in the current order or previous diagno e.	stic data
	ust be valid and need to be in the following format 234567890abcdef:Manufacturer:Model:12345678		
Products			
Order no.	Product	Hardware key / computer name amp	paign
00001AU-USA-en	Audi Brand	1.) 95fbcee5f3793b888c29ecb47e80d3f0:SIEME	•
00001VW-USA-en	VW Brand CD	2. 95fbcee5f3793b888c29ecb47e80d3f0:SIEME	Þ
		Back	Nex

## **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.

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- 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:

I accept the general terms of	of business: 🔽		
Delivery type:	O DVD delivery (0.0 \$)  O DVD available (0.0 \$)		
Delivery address			
	xxxxxxxxx@xxxx.xxx		÷ -
e-mail:	*****		~
e-mail:			
		Back	
Jar Requirea tiela, piease ti		Back	

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

accept the general terms of business:			
Delivery type:	DVD delivery (0.0 \$)  DVD available (0.0 \$)		
Delivery address			
e-mail:	xxxxxxx@xxxxxxx.xxx		
		Back	٢

32. Click on Order confirmation (HTML):

#### Note:

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

	User: Market / Import: Roles: 0 Item in baskel
Order completed	
Your order was placed successfully You will receive an e-mail with the order data soon. You can download or print your order confirmation here. • Order confirmation (PDF) • Order confirmation (HTML)	

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- 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: 1234	Device IDs: 5051B_1 5052A_1	Hardware Keys: 12xx3x45xx6x78xxx9xx01xx23xx4567:xxxxx:xxx:
	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.

- 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:
$\checkmark$		
	Create Device ID folder on USB drive	
	Create License and Certificate subfolders	

Completed	License Request Steps:	Date Completed / Notes:
$\checkmark$		
	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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