



Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-12-21

Subject: ODIS Service Installation Phase 2 - Software Installation & Configuration Instructions Date: Dec. 11, 2012

Supersedes VOS-12-17 due to use of ODIS Service Update Installation DVD V1.1.2 and new information.

1.0 – Introduction

Phase 2 is the **second of three** documentation phases in the initial installation of **ODIS Service** on current VAS diagnostic devices.

This document describes the **software installation** and **configuration** processes of the **latest version ODIS Service software installation DVD**. Use this document to perform the initial installation of ODIS Service on existing or new VAS diagnostic devices where ODIS Service was not previously installed.

Completion of these installation and configuration steps is prerequisite to performing **ODIS Service Installation Phase 3 - Security Certificate Request & Installation**. For information on all documentation phases of the installation process and staged software DVD shipment schedule, please refer to **Service Information - ODIS Service** document title: **ODIS Service - Introduction and Installation Documentation Guide**. Installation Phases 1 through 3 must be completed prior to using ODIS Service for vehicle diagnosis.

Installation of this software requires a specific procedure which must be performed in its entirety prior to using the application. The preparation and license request processes, as well as receipt of the device-specific license file as specified in the **ODIS Service Installation Phase 1 - Preparation and License Request Instructions** must be completed prior to proceeding with these instructions.

Prior to installation, we encourage installers 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 fulfillment of **Prerequisites** and the completion of each instruction **Section**.

Notes:

- The initial installation and configuration should be performed by the **ODIS Service Administrator** appointed by the dealership prior to the **Phase 1** device preparation and license request process.
- The instruction steps in this document are based on the **Device ID, Hardware Key and Order Number Record-Keeping method** suggested in the **Phase 1 Instructions - Section 3.0**. If an alternate Device ID etc. record-keeping method was applied, act accordingly to retrieve and install the saved license file.
- Follow all instruction steps in the exact order given. **Heed all Prerequisites and Notes!**
- 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.



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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.

2.0 – Software Installation

2.1 – Preparation and License Request Prerequisites

All preparation and request instructions in the **ODIS Service Installation Phase 1 - Preparation and License Request Instructions document** must be completed and all necessary outcomes achieved:

- ☐ Diagnostic device(s) assigned with unique **Device ID**.
- ☐ USB flash drive prepared with **Device ID** folders containing **License** and **Certificate** subfolders.
- ☐ Diagnostic device **Hardware Key** generated via **eShop** and saved/recorded in **Master List Wordpad** document on USB flash drive.
- ☐ License request submitted via eShop.
- ☐ License file received via email and copied to applicable **Device ID / License** subfolder on USB flash drive.

☐ Preparation & License Request Prerequisite steps complete

2.2 – Software and License Installation

Prerequisites:

- ☐ **VAS 5051B:** Must have minimum 1GB standard or upgraded RAM, updated to Windows XP®
- ☐ Diagnostic device updated to **VAS-PC Base V19.01.01**.
- ☒ **ODIS Service update installation DVD Version 1.1.2 – Order No. 004.5002.02.21 on hand.**
- ☐ **Prepared USB Flash Drive on hand.**
- ☐ Diagnostic device with functioning CD/DVD drive and USB.
- ☐ Diagnostic device plugged in to power adapter and booted to Windows® desktop.
- ☐ Note the **Device ID** of the diagnostic device on which the installation is being made.
- ☐ **VAS 5052A & VAS 6160/V tablets:** Connect a USB mouse and keyboard for easier input.

ATTENTION!

If the diagnostic device was NOT previously updated to **VAS-PC Base V19.01.01**, perform the Base update **BEFORE** the initial installation of ODIS Service!

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1. Insert prepared **USB flash drive** with saved license file(s) into available port on diagnostic device.
2. Insert **ODIS Service Update Installation DVD V1.1.2** into CD/DVD drive.
3. From the Windows desktop, double-click **My Computer**:



4. **Open** the CD/DVD directory **OS1.1.2 AU vw NoHybrid (E:)**:



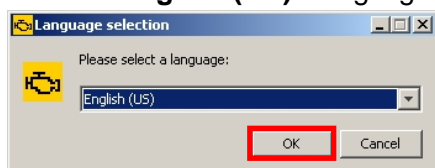
US OS1.1.2 AU vw NoHybrid (E:)

5. **Wait** while the directory contents are read, and then **Double-click** **OffboardDiagSetup-Service_1...**:

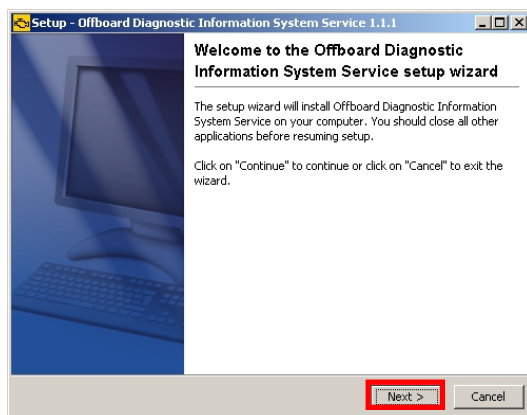


OffboardDiagSetup-Service_1...
Offboard Diagnostic Informati...
VOLKSWAGEN AG

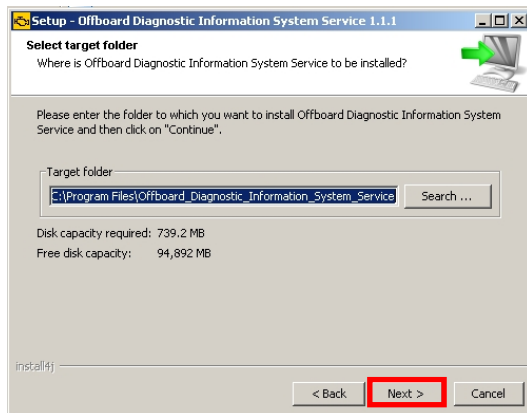
6. Confirm **English (US)** is highlighted. Click **OK**.



7. Click **Next**:



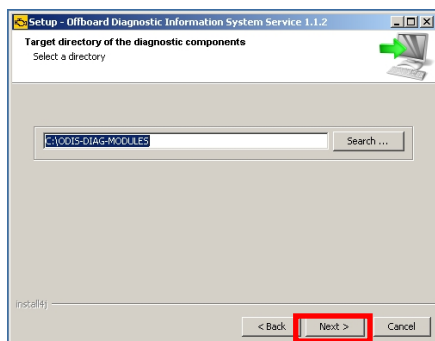
8. No action needed. Click **Next**:



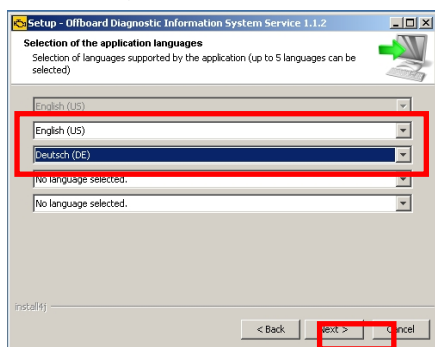


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9. No action needed. Click **Next**:



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



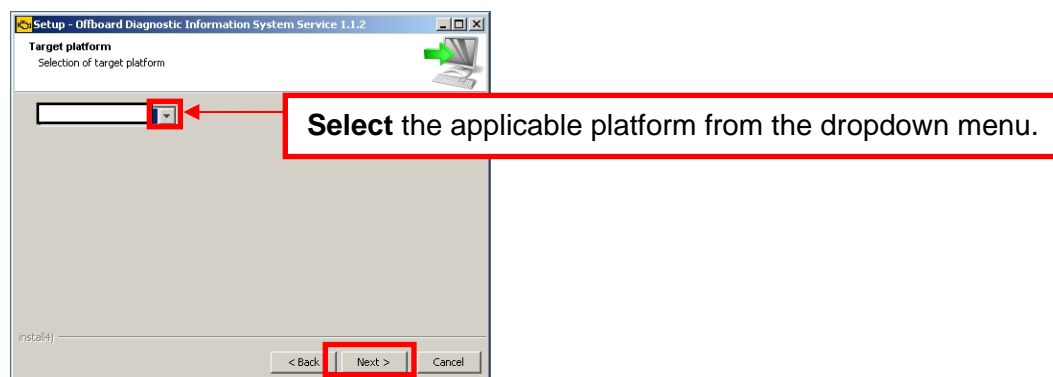
Note:

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 2.0).**

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**:



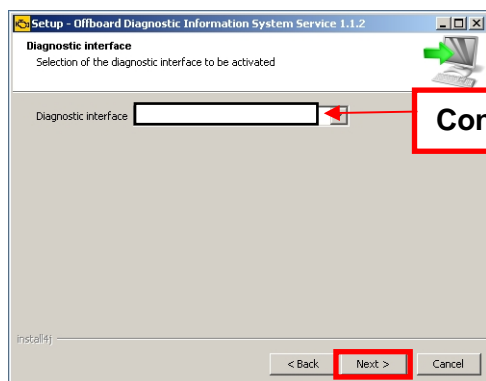


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12. **Confirm** that the applicable **diagnostic interface (connection)** appears as follows: Select from dropdown menu if necessary:

- 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**:



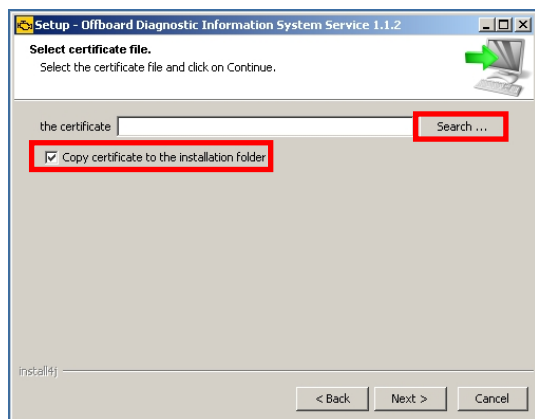
Confirm that the applicable diagnostic interface appears.

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”.**
- Individual license files received via email and saved on the USB flash drive **can only be installed on the device from which its matching Hardware Key was generated** during the **license request process** on eShop!!
- Ensure that license files stored on the prepared flash drive always correspond to their **Device ID, Hardware Key** and request **Order Number!**

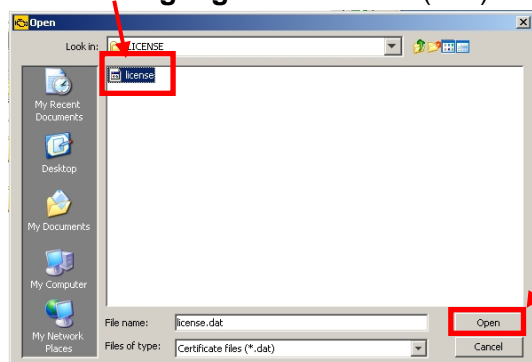
14. Ensure **Copy certificate to the installation folder** is checked. Click **Search**:





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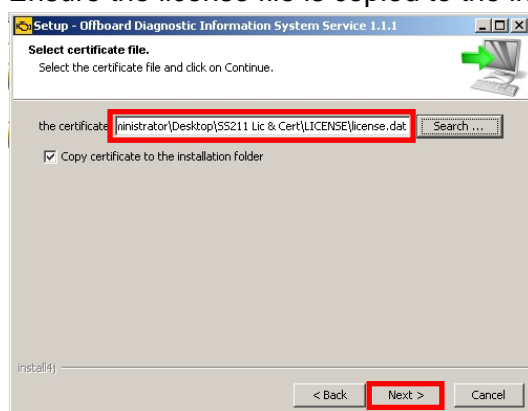
15. **Navigate** to directory for prepared **USB flash drive**.
16. **Open** the applicable **Device ID** folder.
17. **Open** the **License** subfolder.
18. **Select / highlight** the **license** (.dat) file, then click **Open** (as illustrated below).



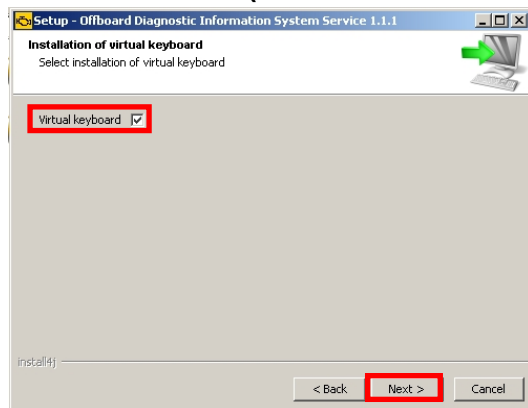
Note:

Do Not double click on the license file in its saved location on the USB flash drive!

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



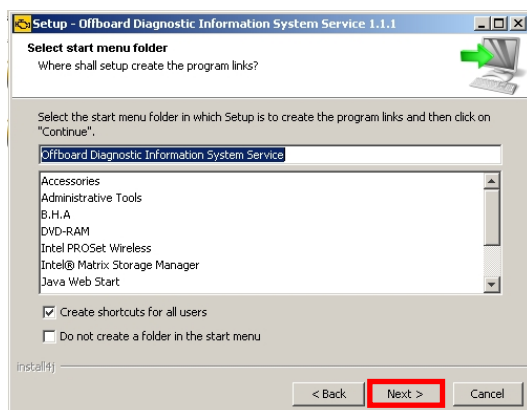
20. No action needed (**DO NOT** uncheck virtual keyboard). Click **Next**:





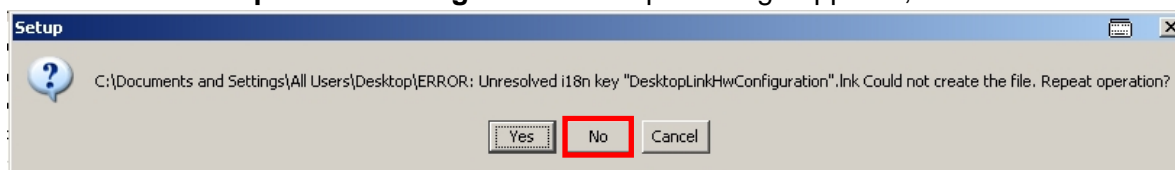
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21. No action needed. Click **Next**:

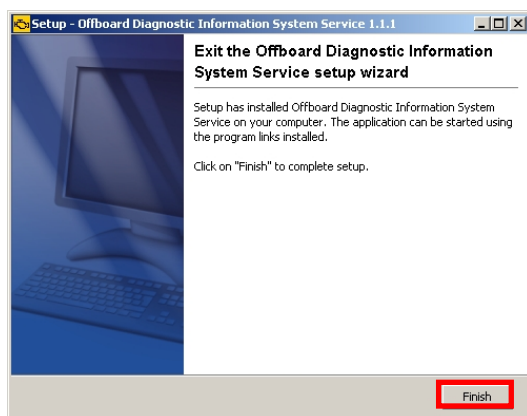


22. **Wait** while several different phases of file installation take place.

23. When the “**DesktopLinkHwConfiguration**” setup message appears, click **No**:



24. Click **Finish**:



25. Close the ODIS (E:) directory Window.

☐ **Software & License Installation steps complete**

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2.0 – Post-Setup Diagnostic Data Installation

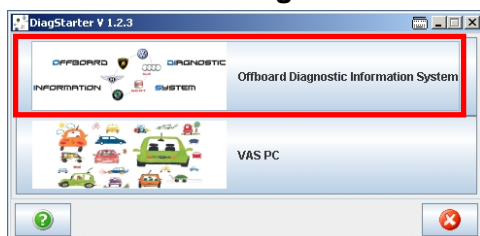
The first time ODIS Service is started after the initial installation via DVD, the **PostSetup - Configuration data installation** must be performed. Post-setup installs diagnostic data from the DVD. **With V1.1.2, the post-setup takes place in two parts from two different target directories.**

2.1 – Post Setup – Part 1

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



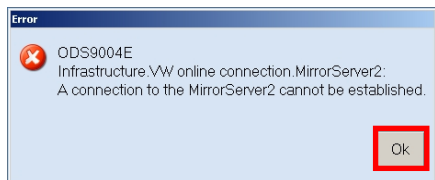
2. Select **Offboard Diagnostic Information System**:



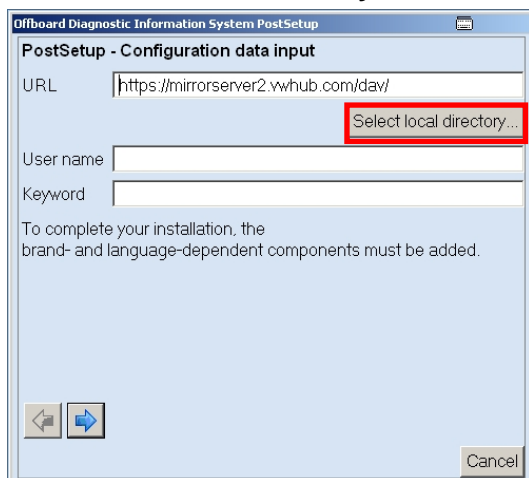
3. **Wait** while the program starts:



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



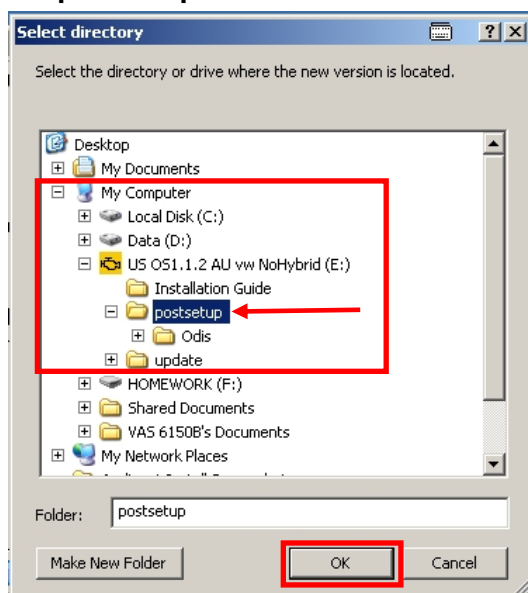
5. Click **Select local directory**:



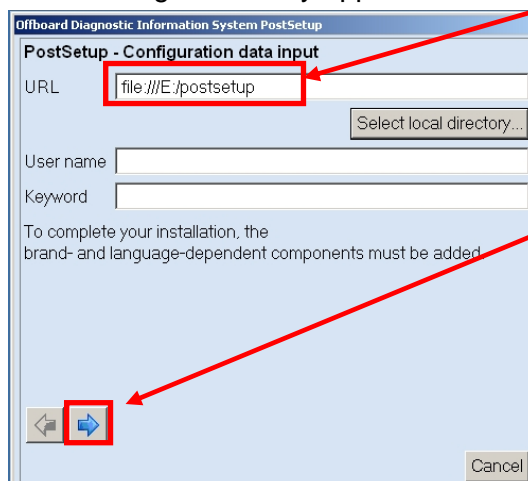


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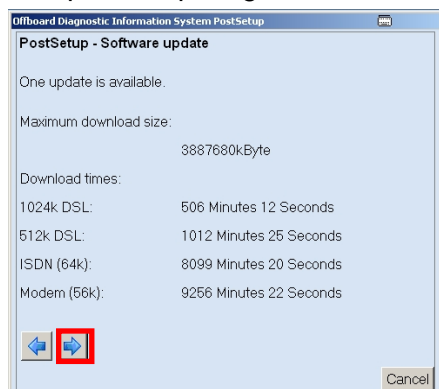
6. Expand [+] the **My Computer** and **US OS1.1.2 AU vw NoHybrid (E:)** directories. **Select / highlight** the **postsetup** folder and click **OK**:



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



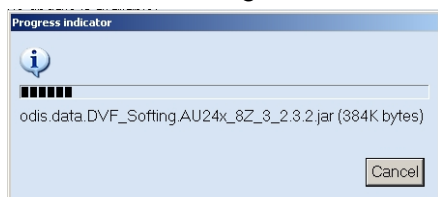
8. The postsetup diagnostic data **on disc** is summarized. Click the blue **Forward Arrow** button again:





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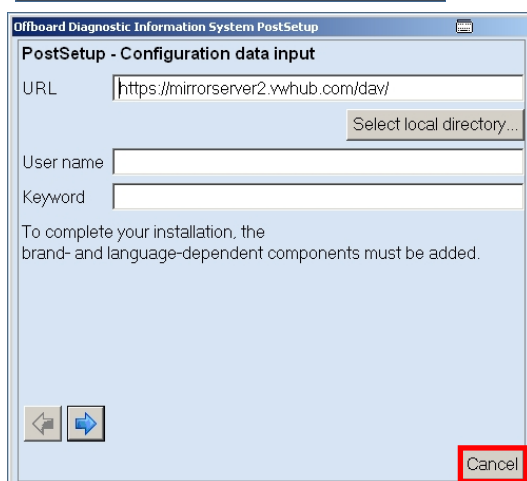
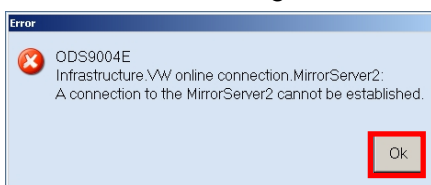
9. **Wait** while the diagnostic data installation takes place:



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 11**.

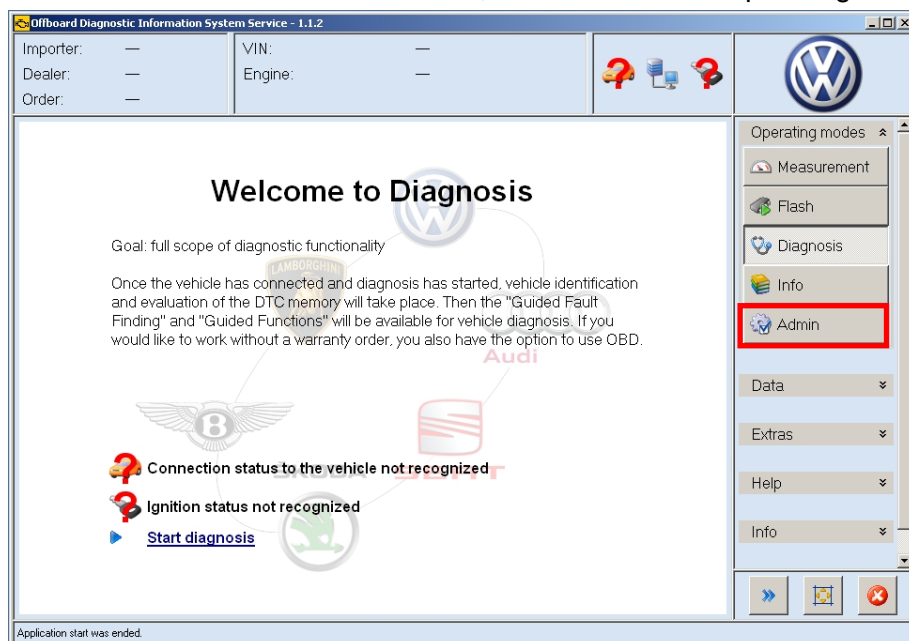
Continued .../11



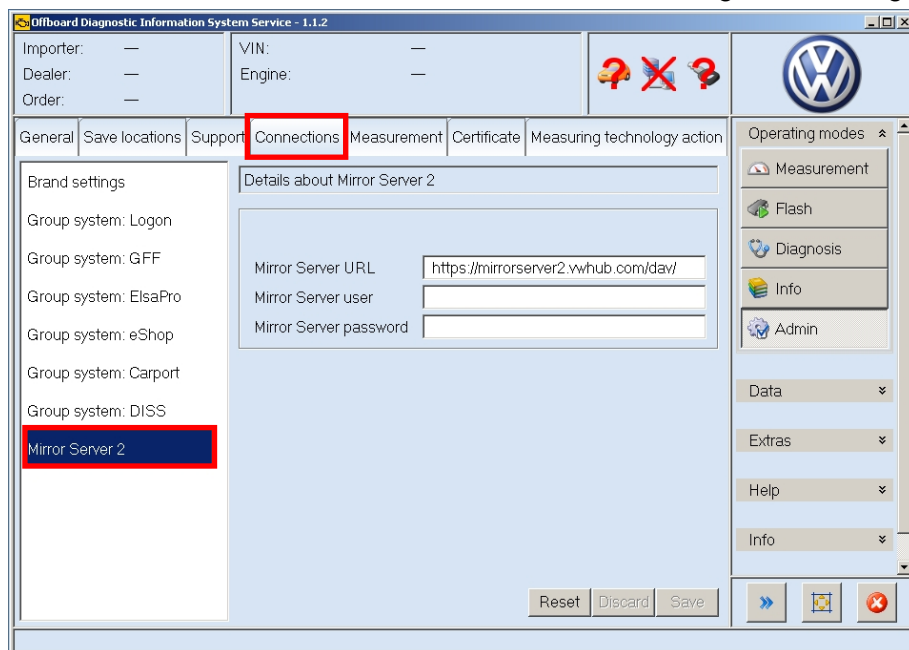
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2.2 – Post Setup – Part 2

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



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



Continued ...12/



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

Offboard Diagnostic Information System Service - 1.1.2

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

General Save locations Support Connections Measurement Certificate Measuring technology action

Brand settings

Group system: Logon

Group system: GFF

Group system: ElsaPro

Group system: eShop

Group system: Carport

Group system: DISS

Mirror Server 2

Details about Mirror Server 2

Mirror Server URL: No valid URL

Mirror Server user

Mirror Server password

Reset Discard Save

Operating modes

Measurement

Flash

Diagnosis

Info

Admin

Data

Extras

Help

Info

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

Group system: Logon

Group system: GFF

Group system: ElsaPro

Group system: eShop

Group system: Carport

Group system: DISS

Mirror Server 2

Details about Mirror Server 2

Mirror Server URL: file:///E:/update

Mirror Server user

Mirror Server password

Reset Discard Save

Operating modes

Measurement

Flash

Diagnosis

Info

Admin

Data

Extras

Help

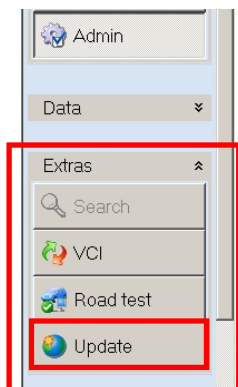
Info

Continued ...13/

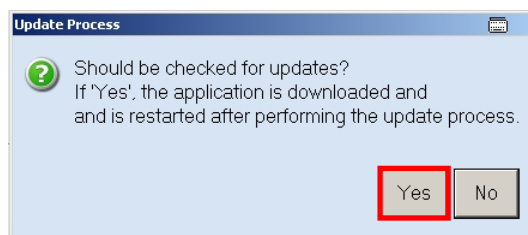


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5. From the ODIS Service main screen (lower right), expand the **Extras** category and select **Update**:

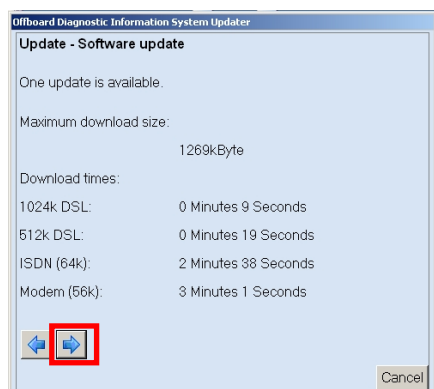


6. Click **Yes**:



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.

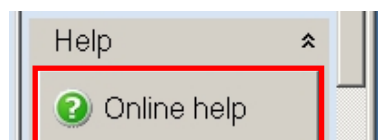
Post Setup Diagnostic Data Installation steps completed

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.

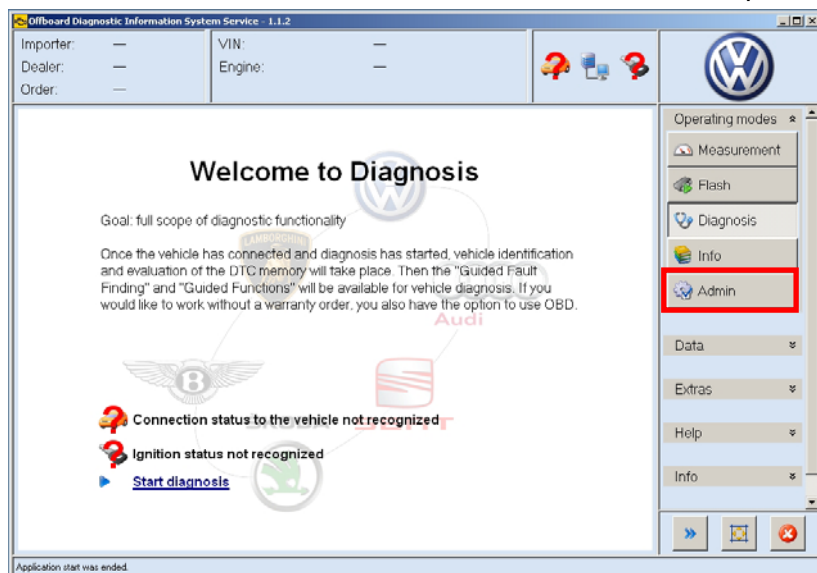
After selecting any of the tabbed sections in the **Admin** function, click **Help > Online Help** to view a description of that section's contents:



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.

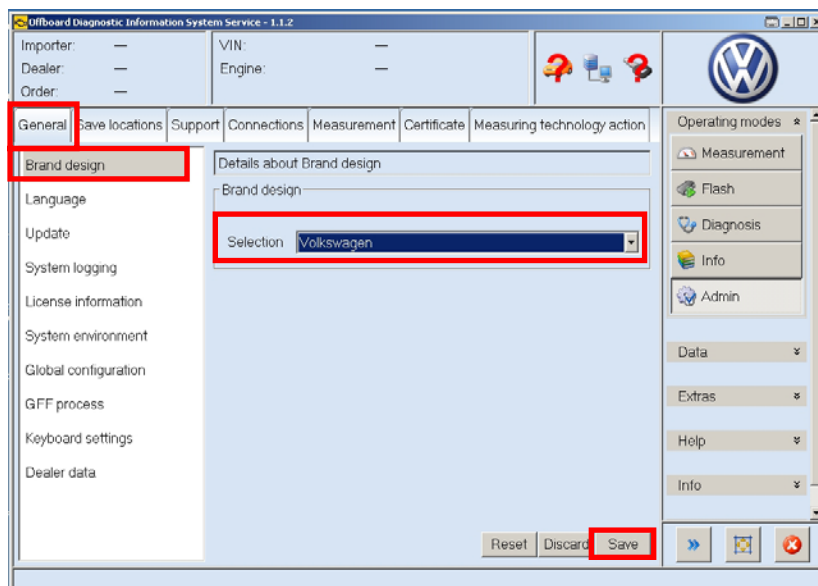


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4.1.1 – Brand Design

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

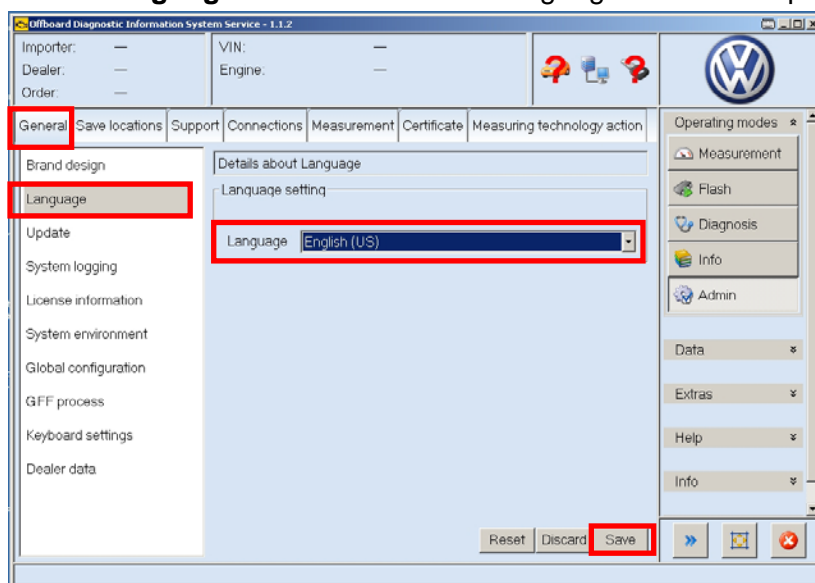
1. Select **Brand design** and choose the desired brand theme from the dropdown menu. Click **Save / Yes**:



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:

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**:

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!**

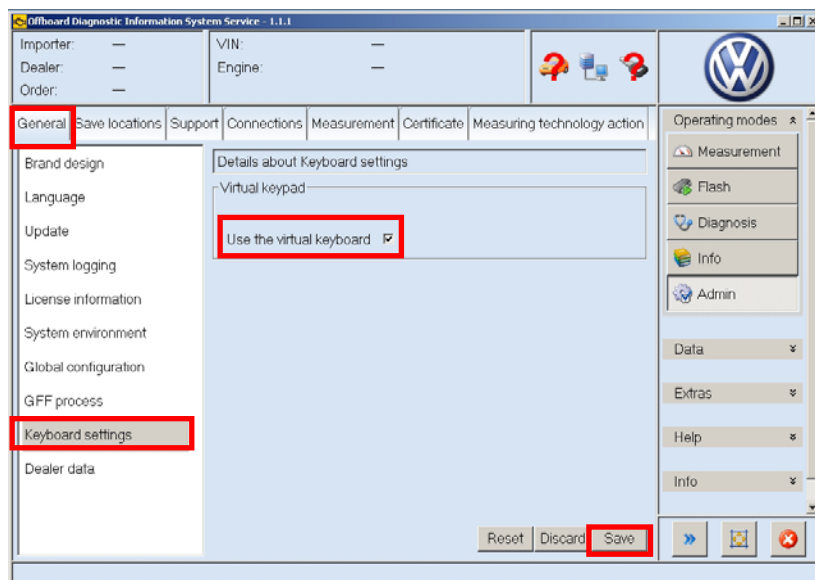


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4.1.4 – Keyboard

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

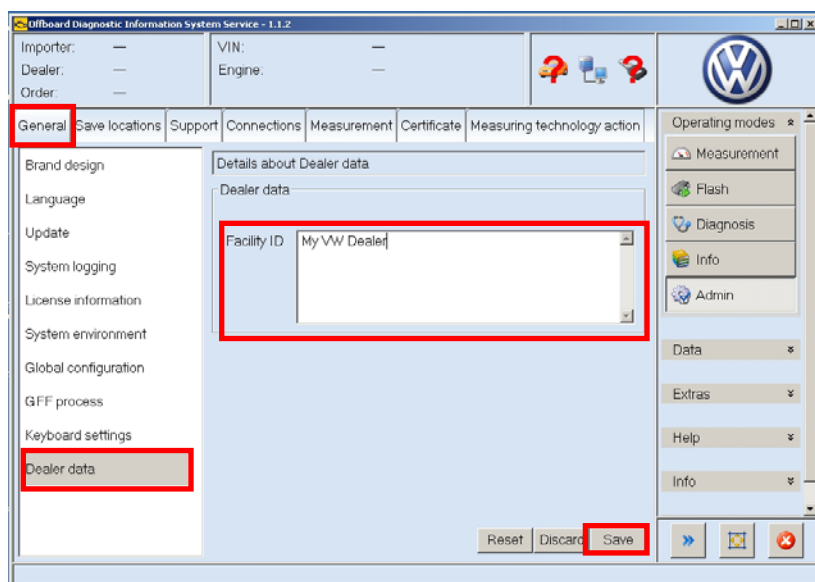
1. Select **Keyboard settings**: If desired, place a **checkmark** next to **Use the virtual keyboard**. Click **Save / Yes**:



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, and the 'Contact data' section is active. The 'Contact data for feedback' form includes fields for First name, Last name, E-mail address, Telephone number, and Automatic positive feedback (set to 'On'). The 'E-mail outbox server' field is also present. The 'Operating modes' sidebar on the right shows 'Admin' as the selected mode. The 'Reset', 'Discard', and 'Save' buttons are at the bottom.

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 'Offboard Diagnostic Information System Service - 1.1.2' window, but with sample data entered in the 'Contact data for feedback' form. The fields are: First name (Xxxxxxxx), Last name (Xxxxxxxx), E-mail address (xxxxx@xxxxxx), Telephone number (xxx xxx xxxx), and Automatic positive feedback (On). The 'Save' button at the bottom is highlighted with a red box. The 'Operating modes' sidebar on the right shows 'Admin' as the selected mode.



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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 ...20/

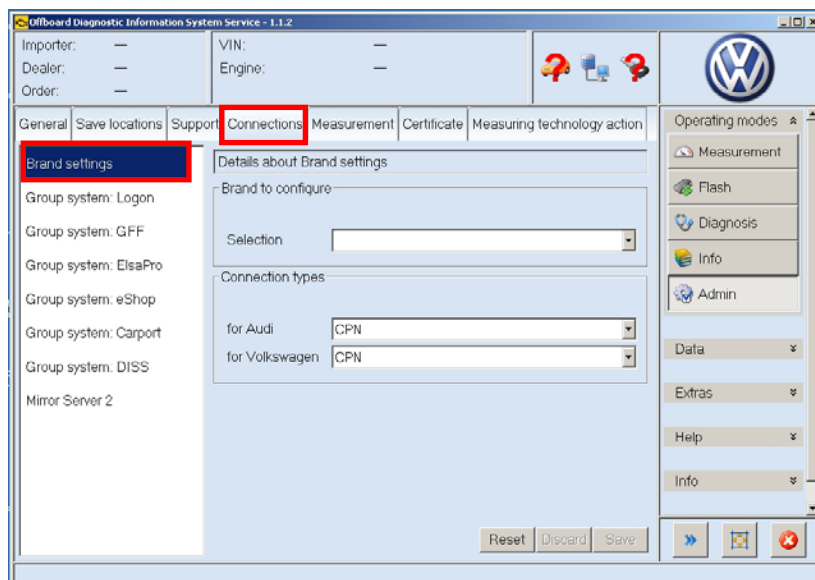


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4.3 – Administration - Connections

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

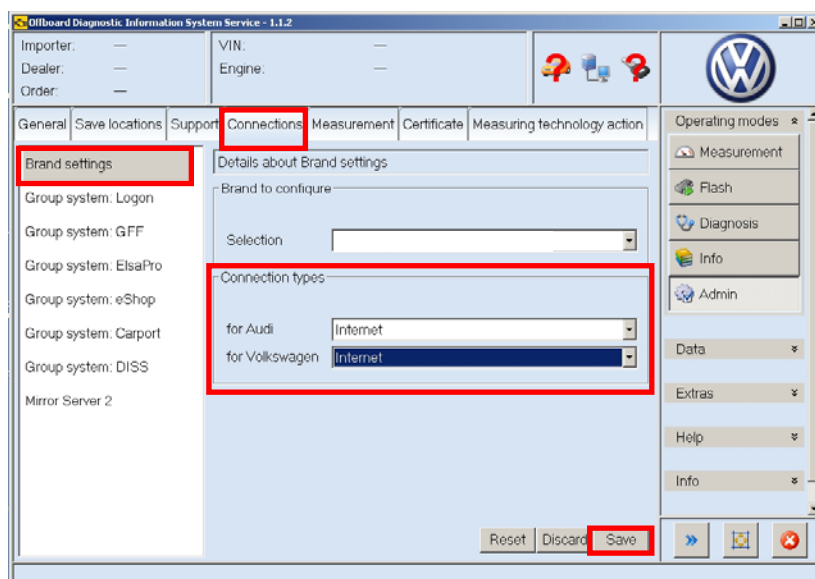
1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** data section is displayed first by default:



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**:





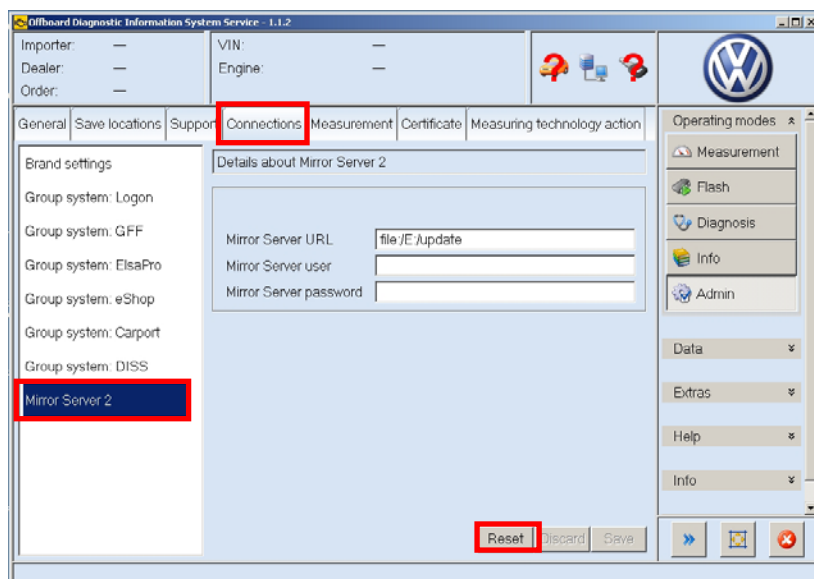
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4.3.2 – Mirror Server 2

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

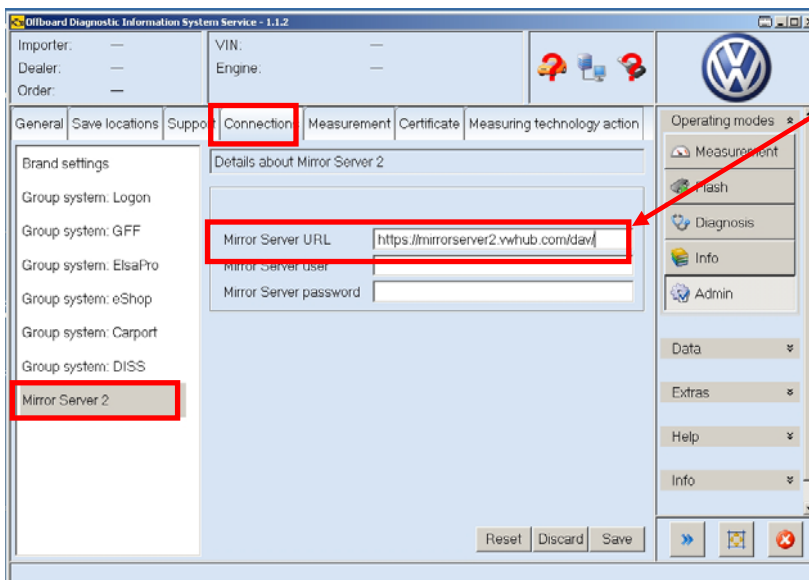
With this update installation, the existing update directory must be reset to the **Mirror Server 2 URL** for the US /CDN market.

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/>**



Continued ...22/




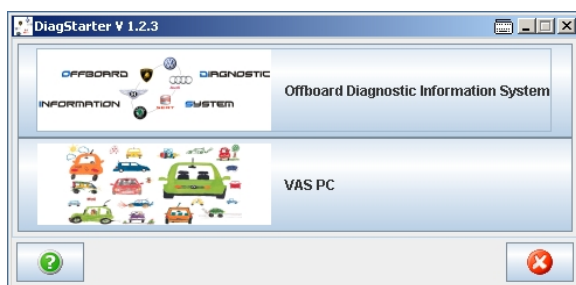
Service Information

4.4 – Delete VAS-PC Desktop Icon

1. **Minimize** the ODIS Service application.
2. From the Windows desktop, **right click** the **VAS-PC icon**.
3. Select **Delete** from the dropdown. Click **Yes**.

ATTENTION!

- The VAS-PC icon must be deleted from the Windows desktop! If VAS-PC is started from the desktop the device may lockup during VAS-PC operation, requiring a hard reboot.
- During regular use, do not start VAS-PC from the Windows > Start > Programs listing.
- Start **ALL** diagnostic sessions from the DiagStarter desktop icon:  ...and then select *either* ODIS Service *or* VAS-PC from the DiagStarter interface:



Please inform all Service Personnel accordingly!

☐ Post-Setup Configuration steps completed

5.0 – Post-Installation File Management & Backup

5.1 – General Information

If ODIS Service becomes corrupted or ceases to function, it may be necessary to **uninstall and reinstall the application software** using the latest version installation DVD.

To uninstall ODIS Service, go to **Start > Programs / All Programs > Offboard Diagnostic Information System Service > Odis Service uninstallation program**

If ODIS Service is uninstalled and subsequently reinstalled, the **license file** that was initially copied to/installed from the prepared USB flash drive **must be reinstalled**. If a recovery of Windows XP® is necessary, both the **license and certificate** files initially copied to/installed from the prepared USB flash drive **must be reinstalled**. As a result, it is important to **backup all license and security certificate files**, and retain the **Master List** record of the individual hardware keys for future support reference.

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Service Information

Note:

*The following instructions are based on the **Device ID** and **Record-Keeping** method suggested in the **Phase 1 Instructions – Section 3.0**. If an alternate record-keeping method was chosen, backup the license and certificate files accordingly and inform key service personnel.*

5.2 – Backup Device ID Folder on Diagnostic Device

Perform the following procedure on all individual devices on which ODIS Service was installed:

1. **Insert** prepared USB flash drive with **Master List** and **Device ID folders** into an available port on a diagnostic device.
2. **Note** the **Device ID** of the device.
3. **Open** the USB flash drive directory and locate the device's **Device ID folder**.
4. **Copy** the device's **Device ID folder** and **Paste** it to the Windows desktop or location of your choosing on the device.
5. Rename the pasted folder: “**ODIS Service Backup Files**” (or similar).
6. Safely remove / eject USB flash drive and retain.
7. Inform key service personnel and urge technician users to not tamper with the backup folder.

5.3 – Backup USB Flash Drive

1. Obtain additional, empty USB flash drive.
2. Insert empty USB flash drive into an available port on any PC or laptop.
3. **Rename** the USB flash drive: “**ODIS Service Backup**” (or similar).
4. Insert prepared USB flash drive with **Master List** and **Device ID folders** into an available port on the PC or laptop.
5. **Copy** the **Master List** and **Device ID folders** to the additional USB flash drive.
6. Retain both USB flash drives in a safe location and inform key service personnel accordingly.



Post-Installation Backup steps completed