Service Information

VAS Tester **Number: AVT-12-26**

Subject: VAS 5052A - System Recovery Instructions **Date: Oct. 23, 2012**

Supersedes AVT-12-04 due to addition of ODIS Service to software reinstallation section.

1.0 - Introduction

If a VAS 5052A operating system becomes corrupt or inoperative, i.e.: boots to blue screen, displays "operating system not found" or similar error messages, does not boot to the Windows desktop etc., **perform a full operating system recovery** using the **VAS 505A Recovery DVD**. If recovery is necessary, refer to the following instructions.

These instructions were validated using US/CDN market devices and software. The various operating manuals included with diagnostic software may contain information that is not applicable to the US/CDN market. For system recovery etc., the instructions provided here take precedent.

If you requires assistance contact **Audi Diagnostic Tester Software Support at 1-888-896-1298.**

ATTENTION!

- These recovery instructions are specific to **VAS 5052A diagnostic tablets ONLY**. Do not use the 5052A Recovery DVD on other any other VAS diagnostic device!
- During the installation / recovery process described here, all data on hard drive C:\ is erased. If possible, finalize all stored diagnostic sessions and transmit all saved diagnostic protocols prior to recovery.

Notes:

- *This procedure should be performed by an experienced user or IT professional.*
- *Please read this entire document before performing operating system recovery.*
- *Heed all prerequisite requirements and notes, and follow all instruction steps (including instruction steps cross-referenced in other documents posted on ServiceNet).*
- *Perform this procedure in an area that is quiet, clean and without distraction or interruption.*
- *We recommended a printed copy of these instructions be used during the recovery process.*
- *Allow approximately 2 hours to complete the installation / recovery and software reinstallation procedure.*
- *Perform this procedure with the diagnostic console power supply adapter cable plugged in.*
- *We recommend connecting a USB mouse and keyboard after successful recovery for easier configuration inputs.*

Continued …2/

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Service Information

2.0 - General Information

This document **does not** contain the additional, step-by-step setup, software installation and configuration instructions needed to put the device back into service**.** These instructions are located in **existing Service Information documents posted on ServiceNet.** Use a dealership PC or laptop connected to a printer to access the document titles specified in **Section 4.0.**

If a malfunctioning base station CD/DVD drive prevents running the recovery DVD as described below, contact **Siemens at 800-215-1646** and inquire about a hardware repair / replacement.

3.0 – Windows XP® Recovery

3.1 – Preparation

Media Required:	**Ordering Number:**
VAS 5052A Recovery DVD	K01.5001.42.21
Current VAS-PC Base Version	Refer to ServiceNet for current version
Current Audi Brand DVD	“ “ “ “ “

Prerequisites:

- ☐ *Tablet mounted to base station.*
- ☐ *Power adapter connected. Do not attempt recovery on battery power alone!*
- ☐ *Ethernet (network) cable* ***disconnected.***
- ☐ *All external devices disconnected from USB ports on base station (printer, mouse etc.).*

3.2 - Run Recovery DVD

1. Switch on diagnostic tablet.
2. Insert the VAS 5052A Recovery DVD into the CD/DVD drive on the base station.
3. Press and hold the **On/Off button** until the tablet shuts down.
4. Briefly press the On/Off button to switch tablet on (tablet must boot from the data on the Recovery DVD).

The Recovery DVD will start automatically. The hard drive is erased and reformatted prior to reinstallation of the operating system. Various messages are displayed during the installation.

User intervention is not required until the following message appears:

```
TesterNr: XXXXX
Volume-ID: 1100-xxxx

End of Installation

Remove the CD-Rom and switch the power off
```


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Service Information

5. Remove the Recovery DVD from the CD/DVD drive and press the **On/Off Button** until the tablet shuts down completely.
6. Switch the tablet on using the **On/Off** button. Operating system configuration will continue for a few minutes.
7. When the configuration is complete, a restart message may or may not be displayed. If so, select **Yes** to restart. If no restart message is displayed, restart the tester manually (**Start > Shut down > Restart**).

After restarting, the applicable Windows interface (desktop) is displayed on the tablet.

8. From the Windows desktop, launch the applicable **Hampshire Control Panel** touch screen calibration application and follow the prompts to calibrate the touch screen.

3.3 – Set Regional & Time Settings

1. From the Windows desktop, go to **Start > Settings > Control Panel**
2. Select **Regional and Language Options**
3. In the **Regional Options** tab, **Standards and formats** section, select **English [United States]** from the dropdown menu.
4. In the **Locations** section, select **United States** from the dropdown menu.
5. Select the **Languages** tab.
6. Select the **Details** button.
7. In the **Default input language** section, select **English [United States] - US** from the dropdown menu.
8. Click **Apply / OK**
9. Select the **Advanced** tab.
10. Select **English [United States]** from the dropdown menu.
11. Click **Apply / OK**
12. From the **Control Panel** menu, select **Date and Time**
13. Set the **Date, Time, Time Zone and Daylight Savings** settings as applicable to your location, and click **Apply / OK**.
14. Restart the device. Go to **Start > Shut Down > Restart**.

4.0 – Additional Setup & Diagnostic Software Installation

The following subsections describe additional setup needed prior to placing the device back into service.

Locate and follow the step-by-step setup, software installation and configuration instruction documents posted in the **Workshop Equipment > VAS Tester or ODIS Service > Service Information** sections of **ServiceNet.** Use a dealership PC or laptop connected to a printer to access the documents specified in **Sections 4.1, 4.4, 4.5 and 4.6** below.

If a referenced document does not appear under the current calendar year listing, look in the previous calendar year list or enter the document title in the **SEARCH** function of ServiceNet.

Continued …4/

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Service Information

4.1 – Set Computer Name

Refer to **VAS Tester – Service Information** document title: **VAS Diagnostic Device Computer Name Builder.**

4.2 – Network Configuration

For dealership networks using **DHCP** for Internet access, no configuration is necessary (default setting in laptop is DHCP). Proceed with Netviewer installation below.

For dealership networks using **Static IP** configurations for Internet access, the configurations must be renewed after installation/recovery. Ask your dealership IT professional for details and assistance.

If you are unsure of the type of network configuration used, ask your dealership IT professional, or contact the **Audi IT Service Desk** at **1-866-892-3375** for assistance.

4.3 – Netviewer Installation

Prerequisite:

☐ *Diagnostic tablet is able to connect to internet in order to logon to ServiceNet (DHCP, or static IPs enabled as per Section 4.2).*

1. Connect network/Ethernet cable to tablet.
2. Launch **Internet Explorer** and logon to **ServiceNet**.
3. Navigate to the **Workshop Equipment > VAS Tester > Software** section.
4. Right click / select the link: **Netviewer one2one – Telediagnosis Software**.
5. **Save** file to Windows desktop.

4.4 – Reinstall and Configure Diagnostic Software

4.4.1 – Reinstall and Configure VAS-PC Base & Audi Brand Software

1. In the **Workshop Equipment > VAS Tester > Software** section, refer to document title: **Current VAS-PC Software Versions**
2. Note the latest current **VAS-PC Base** and **Audi Brand** software versions and disc ordering numbers from the software version document.
3. Navigate to the **Workshop Equipment > VAS Tester > Service Information** section.
4. Refer to the **VAS Tester - Service Information** document title that covers the installation of the **latest VAS-PC Base software version**. Example: **VAS-PC Base V19.01.XX Installation Instructions.**
5. Retrieve the latest **VAS-PC Base** and Audi **Audi Brand** version discs noted above from your VAS-PC disc library, and perform the Base installation and configuration, as well as VW Brand installation steps as specified in the VAS-PC Base installation instructions.

Continued …5/

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Service Information

4.4.2 – Reinstall ODIS Service Software & Security Certificate

Notes:
- *Reinstallation of ODIS Service after system recovery requires reinstallation of the device-specific license and security certificates that were requested, saved and installed during the initial ODIS Service installation process.*
- *When instructed buy the documentation, retrieve and install the saved, device-specific license and certificate files from either the **original** or **backup USB flash drive.***

1. Navigate to the **Workshop Equipment > ODIS Service > Service Information** section.
2. Refer to **ODIS Service – Service Information** document titles:
   - **ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions**
   - **ODIS Service Installation Phase 3 – Security Certificate Request & Installation Instructions**
3. Retrieve the latest ODIS Service installation DVD version and perform the software installation, configuration, and security certificate request and installation steps as specified in the above instructions.

4.5 – Renew VAS 5054A Bluetooth and EDIC Configurations

Refer to **VAS Tester - Service Information** document title: **VAS 5054A Transmitter Head - Bluetooth & EDIC Configuration.**

4.6 – VAS 5054A USB Configuration

Refer to **VAS-Tester - Service Information** document title**: VAS 5054A Transmitter Head - USB Configuration & Function**

4.7 – Import GeKo Certificate

System recovery erases all data on the C:\ drive, including the previously-imported VAS GeKo security certificate. After system recovery, and prior to performing immobilizer adaptations etc., a replacement certificate must be imported.

Prerequisites:

- ☐ *Network configuration performed and Netviewer installed as per Section 4.2.*
- ☐ *Latest VAS-PC Base & Brand versions installed as per Section 4.4.1.*
- ☐ *VAS 5054A Bluetooth & EDIC configurations successfully performed as per Section 4.5.*
- ☐ *Tablet powered up to Windows desktop and Ethernet cable connected.*

1. From the windows desktop, start the **VAS-PC application**.
2. Select the **Administration** function.
3. From the **Administration** header, record the six digit **Equipment Number:**

   Equipment Number: _____

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Service Information

4. Contact the **Audi IT Service Desk** at **866-892-3375**
5. Inform the IT Service Desk consultant that system recovery on a VAS diagnostic device was performed, and request their assistance with importation of a new GeKo security certificate.
6. Provide the VAS model designation and Equipment Number to the IT Service Desk consultant when prompted.

4.8 – Reinstall Anti-Virus Software (where applicable)

Reinstall anti-virus software as per your dealership's IT policy where applicable.

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