

# Service Information

**Offboard Diagnostic Information System Service (ODIS Service)      Number: AOS-12-18**

**Subject: ODIS Service & VAS-PC – Uninstall and Reinstall      Date: Oct. 22, 2012**  
**Overview**

## 1.0 – Introduction

When **ODIS Service** is installed on VAS diagnostic devices with **VAS-PC** diagnostic software, a number of application and diagnostic database files are shared.

As a result, whenever ODIS Service or VAS-PC diagnostic software requires uninstallation and reinstallation to resolve software malfunctions, or the diagnostic device's Windows XP® operating system requires a full recovery, **a specific sequence must be followed in each case.** Specifically:

- When uninstalling and reinstalling **VAS-PC** to resolve software malfunctions, **ODIS Service must first be uninstalled**, then **reinstalled after VAS-PC is reinstalled and configured.**
- When uninstalling and reinstalling **ODIS Service** to resolve software malfunctions, **VAS-PC does NOT** require uninstallation and reinstallation etc.

## 2.0 – Uninstall and Reinstall Sequence Guides

The sequences in the tables below contain summary steps only for devices where **both ODIS Service and VAS-PC are installed.** For detailed instructions, always refer to the latest diagnostic software version installation instructions and device-specific Windows XP® operating system recovery instructions posted in the applicable diagnostic software **Service Information** sections on **ServiceNet.**

<b>VAS-PC - Uninstall and Reinstall Sequence:</b>
<ol style="list-style-type: none"> <li>1. Obtain the <b>VAS-PC Base V19.01.01</b> and latest version <b>VW Brand</b> discs.</li> <li>2. Obtain the latest version <b>ODIS Service</b> installation DVD.</li> <li>3. <b>Uninstall ODIS Service.</b> From the Windows desktop, go to: <ul style="list-style-type: none"> <li>- <b>Start &gt; Programs &gt; ODIS Service &gt; ODIS Service uninstallation program</b></li> <li>or</li> <li>- <b>Start &gt; Settings &gt; Control Panel &gt; Add or Remove Programs</b></li> <li>- When prompted, delete all data selections (licenses, MCD Projects, diagnostic logs etc.)</li> </ul> </li> <li>4. <b>Uninstall VAS-PC</b> using the Base CD V19.01.01: <ul style="list-style-type: none"> <li>- Select "<b>Uninstall</b>" from the VAS-PC introduction suite</li> </ul> </li> <li>5. Remove disc and reboot diagnostic device.</li> </ol> <p><b>Note: We recommend performing the Windows CHKDSK utility prior to software reinstallation.</b></p> <ol style="list-style-type: none"> <li>6. <b>Reinstall VAS-PC</b> using Base CD V19.01.01: <ul style="list-style-type: none"> <li>- Select "<b>Install</b>" from the VAS-PC introduction suite.</li> <li>- Configure VAS-PC as per the applicable installation instructions on ServiceNet.</li> </ul> </li> <li>7. <b>Reinstall</b> the latest version <b>VW Brand</b> disc.</li> <li>8. <b>Reinstall</b> the latest version <b>ODIS Service</b> DVD as per the installation instructions on ServiceNet.</li> </ol>

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## ODIS Service - Uninstall and Reinstall Sequence:

1. Obtain the latest version **ODIS Service** installation DVD.
2. **Uninstall ODIS Service.** From the Windows desktop, go to:
  - **Start > Programs > ODIS Service > ODIS Service uninstallation program**
  - or
  - **Start > Settings > Control Panel > Add or Remove Programs**
  - When prompted, delete all data selections (licenses, MCD Projects, diagnostic logs etc.)
3. Reboot diagnostic device when prompted.

**Note: We recommend performing the Windows CHKDSK utility prior to software reinstallation.**

4. **Reinstall** the latest version **ODIS Service** DVD as per the installation instructions on ServiceNet.

## Windows XP® Operating System - Recovery and Diagnostic Software Reinstall Sequence:

1. Obtain the **VAS-PC Base** V19.01.01 and latest **VW Brand** discs.
2. Obtain the latest version **ODIS Service** installation DVD.
3. **Recover Windows XP®** as per the applicable VAS diagnostic device recovery instructions posted on ServiceNet.

**Note: We recommend performing the Windows CHKDSK utility prior to software reinstallation.**

4. **Reinstall VAS-PC** using Base CD V19.01.01:
  - Select **"Install"** from the VAS-PC introduction suite.
  - Configure VAS-PC as per the applicable installation instructions on ServiceNet.
5. **Reinstall** the latest version **VW Brand** disc.
6. **Re-import** the **VAS-PC GeKo Security Certificate** (call VWGoA IT Service Desk for assistance 866-892-3375).
7. **Reinstall** the latest version **ODIS Service** DVD as per the applicable installation instructions on ServiceNet.
8. **Re-import** the **ODIS Service Security Certificate** from the original or backed-up USB flash drive (as per ODIS Service installation "Phase 3" instructions).