



Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-12-19

Subject: Brand License Workaround - Dual Dealers with Separate Dealer Numbers Date: Nov. 9, 2012

1.0 – Introduction

ODIS Service licenses for individual diagnostic devices are issued based on the brand(s) associated with the dealer number. Licenses issued to single brand dealer numbers configure ODIS Service to display diagnostic data only for that brand. Licenses issued to dual brand dealer numbers configure ODIS Service to display diagnostic data for both brands.

However, some dual brand dealers are assigned separate Volkswagen and Audi Dealer numbers. When these dealers service both brands out of the same workshop facilities, it is desirable to have all diagnostic devices in service display ODIS Service diagnostic data for both brands ...which is normally not possible when either of the brand dealer numbers is submitted during the license request process on eShop.

The following workaround enables dual brand dealers with separate Volkswagen and Audi dealer numbers to have their diagnostic devices display both VW and Audi brand data.

2.0 – Procedure

Notes:

- The following workaround applies **ONLY** to dual brand dealers **assigned with separate Volkswagen and Audi Dealer numbers!**
- The workaround requires two separate license request sessions on eShop and reinstallation of ODIS Service on each diagnostic device on which VW and Audi diagnostic data is desired.
- Both of the separate license request sessions described here must be made using the diagnostic device on which the new license will be installed.
- To avoid mix-ups when managing the new license files, we recommend performing the complete process described here to completion (start to finish) **on one device at a time!**
- For additional information on eShop access permission and review of the license request process, please refer to **ODIS Service – Service Information** document title: **ODIS Service Installation Phase 1 – Preparation & License Request Instructions (eShop)**.
- For additional information on reinstalling ODIS Service, please refer to **ODIS Service – Service Information** document title: **ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions**.

Prerequisites:

- ☐ Person performing the new license requests must have access permission to eShop in accordance with the dealership's separate VW and Audi dealer numbers.
- ☐ VAS diagnostic device with dealership network access and power adapter connected.
- ☐ USB flash drive on hand.



Service Information

1. Note the **Device ID** of an eligible VAS diagnostic device connected to the dealership network. (Establishing a **Device ID** was recommended in the initial ODIS Service Installation Phase 1 - Preparation and License Request Instructions).
2. Use the diagnostic device to **logon to eShop** using the **Volkswagen** access permission.
3. Place a request for a **Volkswagen** brand "product". Be sure to generate and save the device's hardware key, and paste the hardware key in both the **hardware key AND computer name** entry fields.
4. Complete the eShop process and submit the license request.
5. **Log out of eShop.**
6. **Wait** until the license request confirmation and VW license file delivery emails are received.
7. **Disregard these two emails!**
8. Using the same diagnostic device, logon to eShop using the **Audi** access permission.
9. Place a request for an **Audi** brand "product". Be sure to generate and save the device's hardware key, and paste the hardware key in both the **hardware key AND computer name** entry fields.

Note: For the request scenarios above: License requests submitted to eShop that do not have the hardware key pasted into both the **hardware key AND computer name** fields will be rejected!

10. Complete the eShop process and submit the license request. Be sure to save the confirmation HTML and note the order number etc.
11. Log out of eShop.
12. **Wait** until the license request confirmation and Audi license file delivery emails are received.

Note: The eShop application "remembers" that individual brand license requests were made one after the other for the same device hardware key, and automatically configures the new Audi license as a dual brand license file. This enables both brand data to be displayed after reinstallation.

13. **Copy** the new Audi (dual-brand) license file from the delivery email and save to a USB flash drive. To avoid mix-ups, save the license in a folder named with the **Device ID** noted above.
14. **Uninstall** ODIS Service on the device used to make the license request described above (**Start > Programs > Offboard Diagnostic Information System Service > ODIS Service uninstallation program**). Be sure to delete all data when prompted.
15. Insert the USB flash drive with the new Audi (dual-brand) license file in an open port on the diagnostic device.
16. **Reinstall** ODIS Service using the latest version installation DVD and Phase 2 instructions.
17. When prompted by the installation routine, navigate to the USB directory and select the new Audi license file for installation.
18. Complete the post-setup data installation, configuration, file management and backup steps specified in the Phase 2 instructions.