



ODIS Service FAQs

A-ODIS-Service-FAQ-13-03 (06/01/2013)

Functions, Software & Hardware Issues

Note: **New** or **Revised** issues are marked accordingly.

The following prerequisites and FAQs apply to all VAS diagnostic devices unless noted otherwise.

Please confirm the following:

- The device is plugged in to the power adapter or base station (where applicable) and switched on.
- The device battery is fully charged and maintained.
- The device fully boots to the Windows desktop.
- The latest version of ODIS Service is installed on the device. (Please refer to "Current Software Versions" located in Service Net).

Revised

Q. We received a new ODIS Service DVD but we haven't installed the previous version on one of our testers. Is it necessary to load the previous version first?

A. No, ODIS V1.2.0 is the latest "Full Installation Version" and it's a prerequisite for any "Update Versions" that may follow until such time that a new "Installation Version" (complete uninstall & reinstall) is required. Always refer to the "Current ODIS Service Version" document located in ServiceNet for the most up to date version information.

Q. How do I configure the Email Outbox server?

A. As each dealership has unique network and email types, we are unable to assist with configuration advice that is specific to your dealership. For information on various configuration options, please refer to Service Information document: "ODIS Service Email Outbox Configurations".

Q. When I first click “Start Diagnostics”, a login screen appears. When I put in my GeKo ID and PW, an error message appears. Do I need a different ID and PW for ODIS Service?

A. No. Click “Cancel” to proceed with diagnosis. The Global User ID prompt at start of diagnosis does not apply to the North American market. Please refer to Service Information document: *“Global User ID Prompt at Start of Diagnosis”*.

Q. I’m having trouble submitting a paperless GFF log using ODIS Service. What do I need to confirm first?

A. A number of different causes could result in not being able send ODIS Service logs. Use the following checklist:

- ☐ Device connected to dealership network (run Internet Explorer to test):
- ☐ ODIS Service certificate installed (as per Phase 3 instr.).
- ☐ Got to Admin > Connections > Brand Settings section. Ensure that the configuration is set to “Internet”.
- ☐ Go to Admin > Connections > Mirror Server 2 configuration section. Ensure that the Mirror Server 2 URL is: <https://mirrorserver2.vwhub.com/dav/> ...and that the Mirror Server user and password entry fields are empty.
- ☐ User enters valid GeKo ID and password in the Global User ID and password prompt.

To send a test log: Connect to a vehicle and run a vehicle module scan, then > Admin > Data > Diagnostic log > Send.

New

Q. After installing ODIS V1.2.0 on my VAS5052A, I receive an error stating **msvcr100.dll** is missing and ODIS Service does not open, or there is no error and ODIS Service does not open. How can I resolve this issue?

A. The file msvcr100.dll is missing from Windows. Please contact Diagnostic Tester Software Support at 888-896-1298 for assistance with the missing file.

New

Q. When attempting to perform the Postsetup for a complete installation (or reinstallation) of ODIS V1.2.0, I receive an error that no update is available and the postsetup does not start. How do I get the installation to proceed?

A. Ensure that you manually typed in a backslash character (\) to the end of the URL target directory path (as per Phase 2 instructions).

New

Q. What password do I use to import my ODIS Service Certificate?

A. Use the first 32 alpha-numeric characters (only) of the Hardware ID which you saved during your eShop license request.