SERVICE

ODIS Service FAQs **A-ODIS-Service-FAQ-13-01 (02/12/13)**

Functions, Software & Hardware Issues

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).

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. All versions issued to date have been update installations where the previous version is uninstalled prior to a completely new installation. Follow the installation instructions for the latest version heeding all prerequisites and notes.

Q. I'm not sure how to configure the Email Outbox server. Any suggestions?

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 password, an error message appears. Do I need a different ID and password 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.