Service Information

Das Auto.

Offboard Diagnostic Information System Service (ODIS Service) **Number: VOS-13-30**

Subject: Online Update – Application Version 2.0.2 Installation Errors **Date: Dec. 17, 2013**

1.0 – Introduction

If error messages appear during the installation of **application version 2.0.2 from an online update**, or if the update otherwise fails to install, update ODIS Service by reinstalling with the **Version 2.0.2 DVD.**

ATTENTION!

- **If version 2.0.2 is displayed in the ODIS Service main screen header, reinstallation is NOT necessary.**

- **Retain the version 2.0.2 DVD for initial installations on brand new devices, or when uninstallation and reinstallation is otherwise necessary.**

Notes:

- *The following procedures must be performed by **qualified personnel only.***
- *Please **read these instructions in their entirety** prior to performing the procedure. If you do not have previous experience with loading software or do not understand these instructions, arrange to have a qualified person perform the procedure.*

2.0 – Additional Information

Logon to ServiceNet and print **Service Information - ODIS Service** document:
ODIS Service Installation Phase 2 - Software Installation & Configuration Instructions.

Always use the latest versions posted on ServiceNet.

3.0 – Procedure

The following prerequisites **MUST ALL be fulfilled** prior to proceeding:

Prerequisites:

- ☐ **Version 2.0.2 did not install from an online update download.** The installation attempt may or may not have been accompanied by error messages, and the previous version remains displayed in the main screen header, e.g.: **2.0.0, 2.0.1 or 2.0.1-1.**
- ☐ The device-specific **license file** is available for reinstallation (saved to desktop or USB flash drive).
- ☐ A valid **Security Certificate** is installed.
- ☐ All saved diagnostic sessions completed and all saved diagnostic logs transmitted
- ☐ Diagnostic device connected to power adapter and booted to Windows desktop.
- ☐ **ODIS Service Version 2.0.2 DVD - Ordering number 008.5002.02.21** on hand.

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Tips – Before You Begin…:

- ***If*** *you are unaware of, or have not recorded the* **Email Outbox Server** *configuration settings,* ***please note them now!*** **> ODIS Service > Admin > Support > E-mail outbox server** *…record the various settings on a separate piece of paper and retain for use during the post-reinstallation configuration.*
- ***If*** *the* ***license file*** *was* ***not*** *saved on the Windows desktop, or if the original USB flash drive containing the license file is not available, copy the installed license to the Windows desktop* ***prior to uninstallation:***

1. *From the Windows desktop, go to:*

   My Computer > Local Disc (C:) > Program Files > Offboard_ Diagnostic_Informa… > license
2. *Right click the license file.*
3. *Select* **Copy***, and then close all windows.*
4. **Paste** *the license on the Windows desktop (for retrieval during the installation routine).*

3.1 – Uninstall & Reinstall ODIS Service

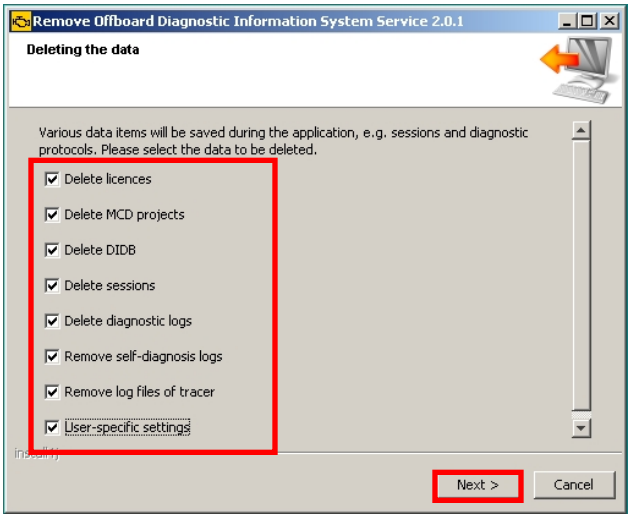
1. Uninstall ODIS Service:

   From the Windows desktop, go to:

   - **Start > Programs > ODIS Service > ODIS Service Uninstallation Program**

   or

   - Uninstall ODIS Service using the applicable Windows **"Add or Remove Programs"** utility.
2. When prompted, select the removal of **ALL** licenses, MCD projects, diagnostic logs etc. (scroll down in the prompt window if necessary). Click **Next:**



3. **Wait** while the uninstallation routine runs.
4. Click **Finish** and restart the diagnostic device when prompted.
5. Insert the **ODIS Service Version 2.0.2 DVD** in the CD/DVD drive.
6. From the Windows desktop, double-click **My Computer**.

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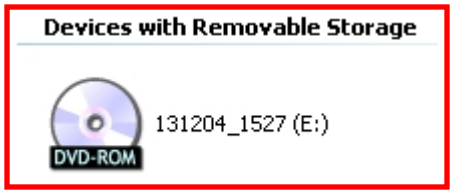
7. **Open** the CD/DVD drive directory:



8. **Wait** while the directory contents are read. Then double-click the **OffboardDiagSetup_2…:** icon to begin the reinstallation:

9. Follow the software reinstallation and configuration instructions in **Service Information – ODIS Service** document: **ODIS Service Installation Phase 2 - Software Installation & Configuration Instructions.** Refer to:
   - **Section 3.1 - Software & License Installation**
   - **Section 3.2 - Post-Setup Data Installation**
   - **Section 4.0 - Post-Setup Configuration**
   - **Section 6.0 - Online Updates**

Note:

While the diagnostic device may be placed back into service after successful completion of the above procedure, ***always check for and install any additional online updates*** *that may have been released in the meantime.*

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