



Das Auto.

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-13-31

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions Date: Dec. 18, 2013

Supersedes VOS-13-28 due to updated information.

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1.0 – Introduction

This document describes the complete installation and configuration processes of **ODIS Service Installation Version 2.0.2**. Installation version 2.0.2 can be installed on **applicable VAS diagnostic devices** with **Windows XP** and **Windows 7** operating systems. Installation options covered are:

- **New installations** – for devices where ODIS Service **was not** previously installed
- **Reinstallations** – for devices where ODIS Service **was** previously installed.

Specific information and instructions for each installation option are covered throughout this document. Refer to Subsections 1.1, 1.2 and 1.3 below for more information on using these instructions.

In all cases, important prerequisites and preparations must be fulfilled prior to proceeding!

Notes:

- The following procedures must be performed by **qualified personnel that are familiar with both Windows XP and Windows 7 resources & navigation**.
- Please read these instructions in their entirety before performing these procedures. **If you do not have previous experience loading software or do not understand these instructions, arrange to have a qualified person install or reinstall the software etc.**
- Perform all instruction steps in the exact order given. **Heed all Prerequisites and Notes!**
- Perform the installation in an area that is quiet, clean, and without distraction or interruption.
- Total installation time depends on device, operating system and CD/DVD drive condition. Allow at least 45 minutes for laptops and longer for tablet devices and VAS 5051B.
- Check boxes are provided to note fulfillment of prerequisites and completion of instruction steps.
- **Please discard any printed copies of this document after use. Revised versions may be issued at any time. Always check ServiceNet for the latest version.**
- If assistance with specific instruction steps is needed, contact VWGoA DTSS: 1-888-896-1298.
- For misplaced or damaged DVDs contact Arvato Corporation at: www.vw.techliterature.com.

1.1 - New Installations

Applies to **VAS diagnostic devices** where ODIS Service was **not** previously installed. In these cases, all ODIS Service Installation Phases (1, 2 and 3) must be completed, in phase order, on all new devices prior to using ODIS Service for vehicle diagnosis. All installation phase documents are posted on ServiceNet.

Look for the **New Installations** subsection titles and references throughout this document.

1.2 – Reinstallations

Applies to **VAS diagnostic devices** where ODIS Service **was** previously installed. Reinstallations may be necessary whenever new “installation version” DVDs are issued, or to resolve application malfunctions on an existing version.

Look for the **Reinstallations** subsection titles and references throughout this document.

1.3 – Windows XP and Windows 7

The instruction steps and screenshots provided here are based on a VAS diagnostic device with Windows XP operating system. Installation on a VAS diagnostic device with Windows 7 operating system is similar. However, installers must be aware of the equivalent Windows 7 resources and navigation where they may differ.



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2.0 – Preparation

Information for **New Installations, Reinstallations** and **applicable operating systems** are specified in **separate Prerequisite** subsections below. After fulfilling the **Hardware and operating system** prerequisites, identify the installation prerequisites section that applies in your case.

2.1 – Prerequisites

2.1.1 – Hardware – All Devices and Installations

- ☐ **VAS 5051B – Windows XP ONLY:** Must have minimum 1GB standard or upgraded RAM.
- ☐ **VAS 5052A and VAS 6150 – Windows XP ONLY.**
- ☐ **ODIS Service Version 2.0.2 DVD - Order No. 008.5002.02.21 on hand.**
- ☐ Diagnostic device with functioning CD/DVD drive and USB.
- ☐ Diagnostic device plugged in to power adapter and booted to Windows desktop.
- ☐ **VAS 5052A & VAS 6160/A tablets:** Connect a USB mouse and keyboard for easier input.

2.1.2 – New Installations

All instructions in the **ODIS Service Installation Phase 1 - Preparation and License Request Instructions** document completed and all necessary outcomes achieved as follows:

- ☐ **Note the device model number: VAS 5051B console, VAS 5052A / VAS 6160/A tablet or VAS 6150/X laptop. You must enter the model number during the installation routine!**
- ☐ Diagnostic device(s) assigned with unique **Device ID**.
- ☐ USB flash drive prepared with **Device ID** folders containing **License** and **Certificate** subfolders.
- ☐ Diagnostic device **Hardware Key** generated via **eShop** and saved/recorded in **Master List Wordpad** document on USB flash drive.
- ☐ License request submitted via **eShop**.
- ☐ **License file received via email and copied to applicable Device ID / License subfolder on USB flash drive.**

When all prerequisites are met for **New Installations**, skip to [Section 2.3, Page 4.](#)

2.1.3 – Reinstallations

- ☐ **Note the device model number: VAS 5051B console, VAS 5052A / VAS 6160/A tablet or VAS 6150/X laptop. You must enter the model number during the installation routine!**
- ☐ Note the assigned **Device ID** of the diagnostic device on which the installation is being made.
- ☐ **License file** saved to Windows desktop or other location on device.
- ☐ Optional: License file saved to original USB flash drive.

When all prerequisites are met for **Reinstallations**, proceed to [Section 2.2, Page 4.](#)

Continued ...4/



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2.2 – Reinstallations – Uninstall ODIS Service

ODIS Service must **always** be uninstalled along with additional files prior to reinstallation. Use the procedures specified below.

Tips:

- *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 in a folder 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).*

Uninstall ODIS Service and Softing D-PDU API files:

1. 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, check the boxes to **remove all licenses, MCD projects, diagnostic logs** etc. Scroll down in the prompt window as necessary.
3. Reboot the diagnostic device when prompted.
4. Go to: **Start > Programs > Softing D-PDU API for VCIs > 1.X0.0XX > Uninstall** (Be aware that more than one Softing D-PDU API file may be listed under Programs).
5. Follow the uninstallation routine for **ALL** available **D-PDU API 1.X0.0XX** files.
6. Reboot the diagnostic device.

2.3 – Note the CD/DVD Drive Letter

The installation routine directs you navigate to a content folder on the installation DVD.

As CD/DVD drive letter assignments may not be consistent between devices, they may or may not match the examples illustrated in these instructions. Please note **YOUR** drive letter as follows:

1. From the Windows desktop, click **My Computer**.
2. Note the letter assigned to the **CD/DVD-RAM Drive**.
3. Close the **My Computer** Window.

☐ **Preparation & License Request Prerequisite steps complete**

Proceed with Installation: Section 3.0 – Page 5.



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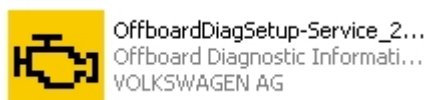
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3.0 – Installation

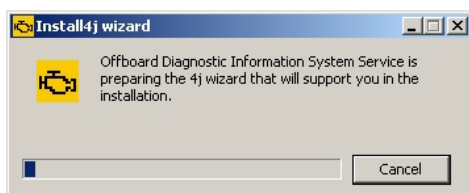
3.1 – Application Software & License Installation

- **New Installations:** Begin by inserting the prepared USB flash drive with saved license file into an available port on diagnostic device. Then **continue from Step 1** below:
- **Reinstallations:** Begin with **Step 1** below:

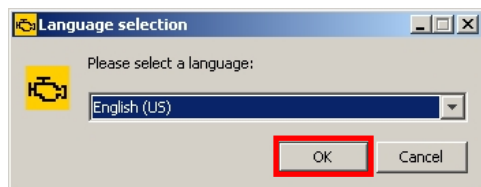
1. Insert **ODIS Service Version 2.0.2 DVD** into CD/DVD drive.
2. From the Windows desktop, double-click **My Computer**
3. **Open** the CD/DVD drive directory.
4. **Wait** while the directory contents are read. Then **Double-click OffboardDiagSetup-Service_2...**:



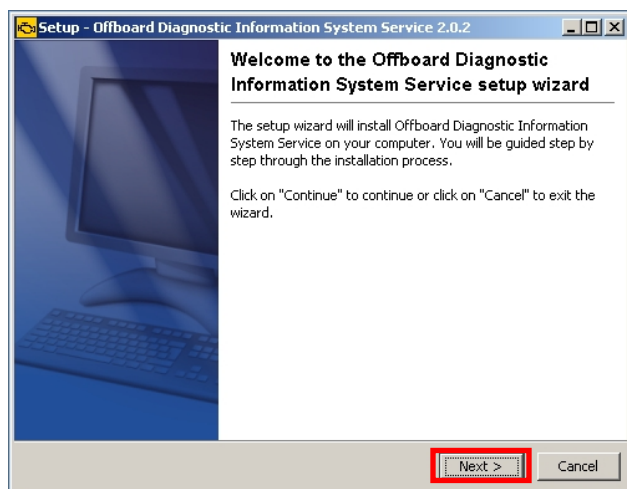
5. **Wait** while the **Install4j wizard** prepares the installation:



6. Confirm **English (US)** is highlighted. Click **OK**.



7. Click **Next**:



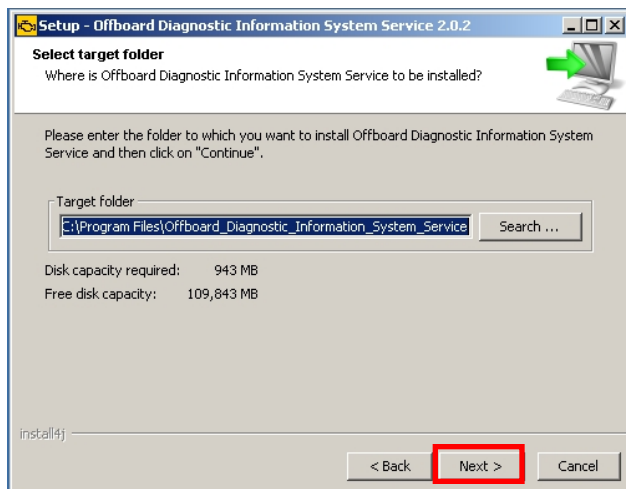
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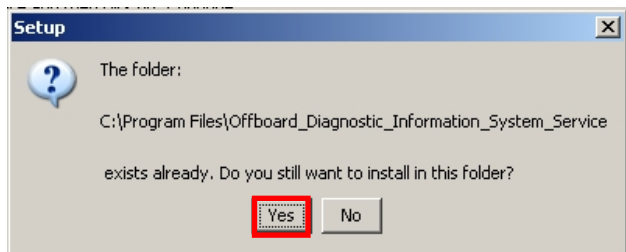
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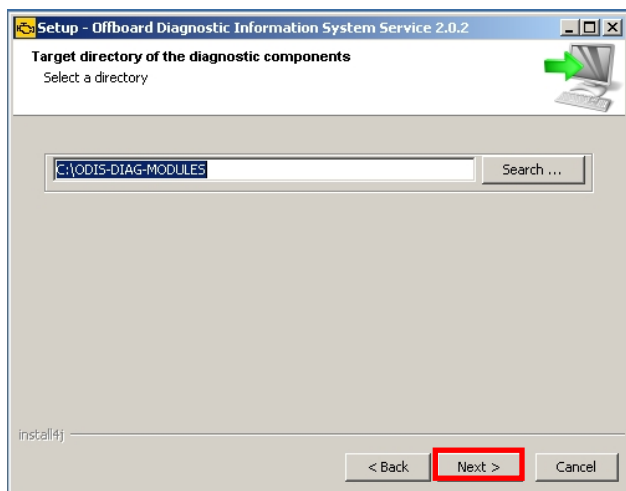
8. No action needed. Click **Next**:



9. If various **Setup – Folder: C:/...** prompts appear during **Reinstallations**, click **Yes**:



10. No action needed. Click **Next**:



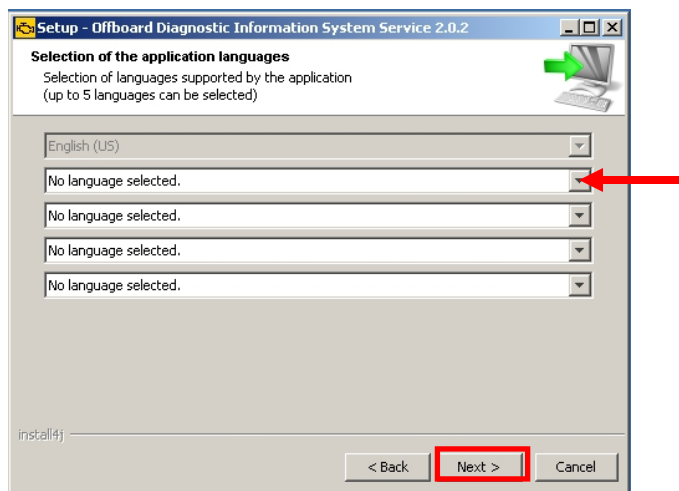
Continued ...7/



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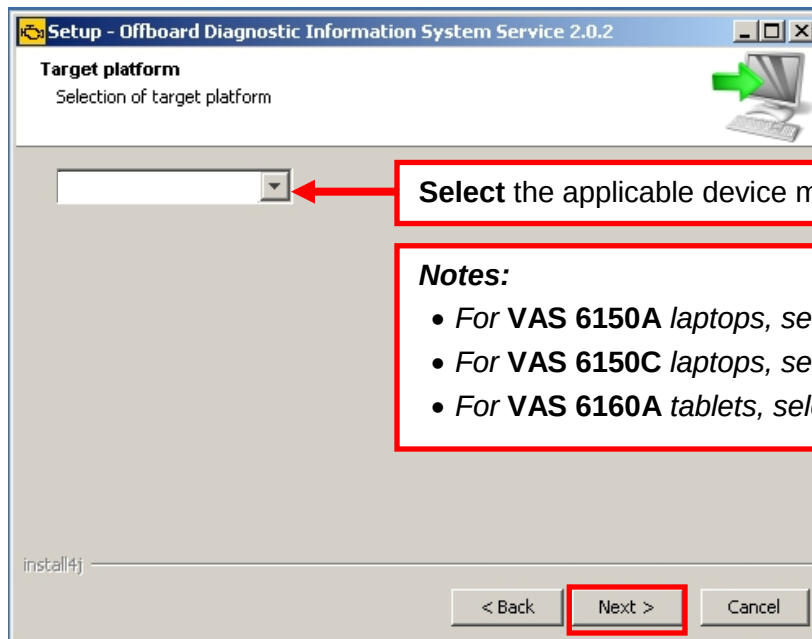
11. If additional user interface languages are desired, select them from the available dropdown(s). Be aware that selecting additional languages significantly increases the installation time. Click **Next**:



Note:

Steps 12 and 13 configure the installed software to the diagnostic device model number and diagnostic interface (connection) method. **If the diagnostic model number & interface (connection) methods are not selected correctly, an “Invalid License File” error may appear when starting ODIS Service.**

12. Select the applicable **diagnostic device model number** from the **dropdown menu**, then click **Next**:



Select the applicable device model number from the dropdown

Notes:

- For VAS 6150A laptops, select VAS 6150 from the dropdown.
- For VAS 6150C laptops, select VAS 6150B from the dropdown.
- For VAS 6160A tablets, select VAS 6160 from the dropdown.

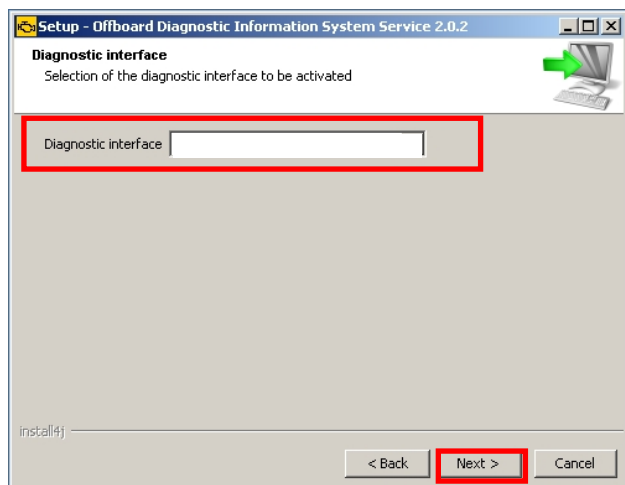
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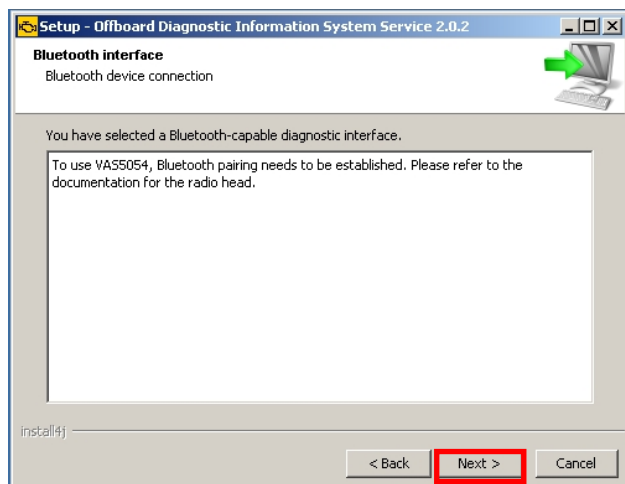
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13. Confirm that the applicable **diagnostic interface (connection method)** appears: Click **Next**:



14. On **diagnostic laptops and tablets only**, a Bluetooth interface alert window appears. Click **Next**:



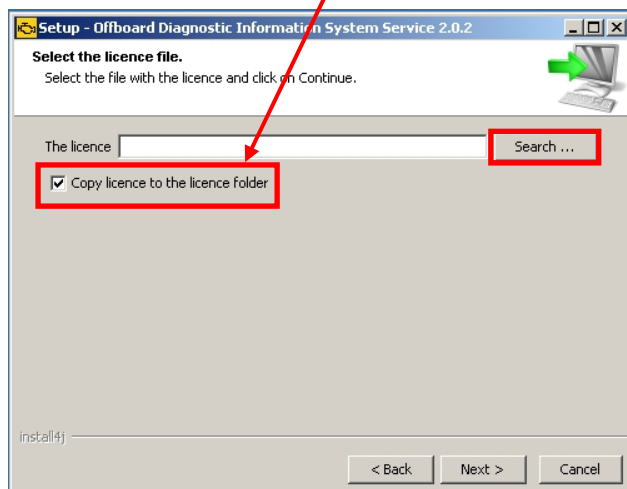
Continued ...9/



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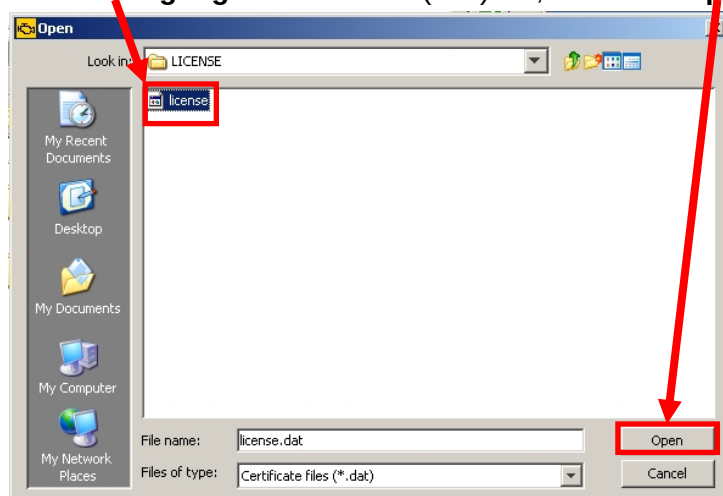
Service Information

15. Ensure **Copy license to the license folder** is checked, and then click **Search...**:



- **New Installations:** Navigate to directory with USB flash drive and the prepared folder containing the **saved license file**, and then **continue from Step 16**.
- **Reinstallations:** Navigate to Windows desktop or other location containing the **saved license file**, and then **continue from Step 16**:

16. **Select / highlight the license (.dat) file**, then click **Open** (as illustrated).



Note:

DO NOT double click on the license file in its saved location!

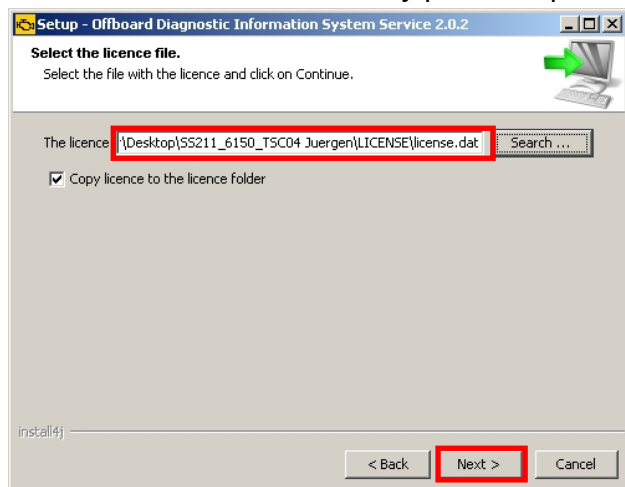
Continued ...10/



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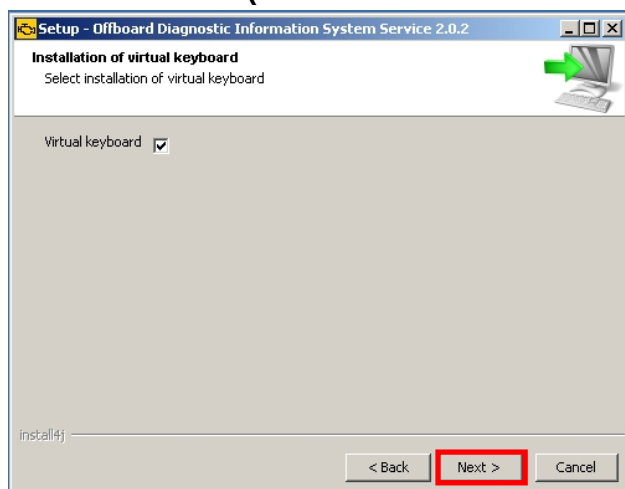
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17. Ensure the license file directory path is copied to the installation window. Click **Next**:

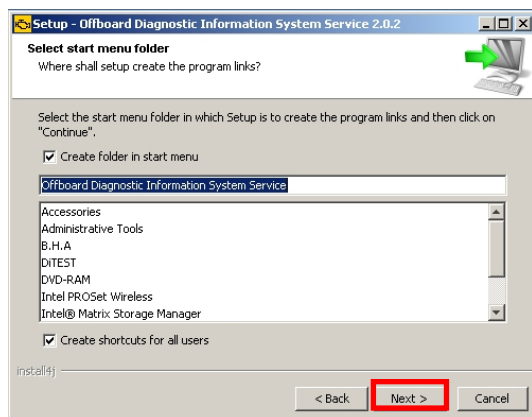


Be aware that the path illustrated above is an example only! Your path will be unique to your device.

18. No action needed (**DO NOT** uncheck virtual keyboard). Click **Next**:



19. No action needed. Click **Next**:



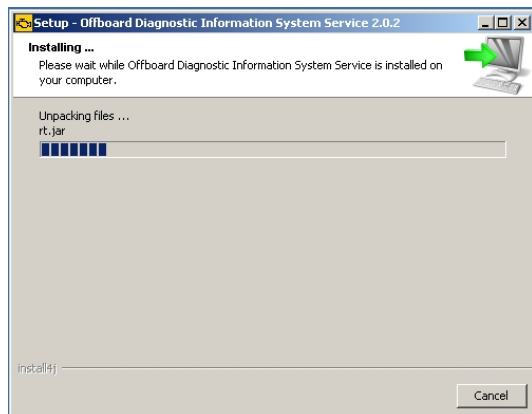
Continued ...11/



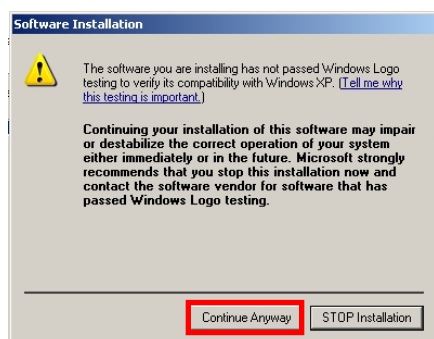
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20. **Wait** while several different phases of file installation take place:

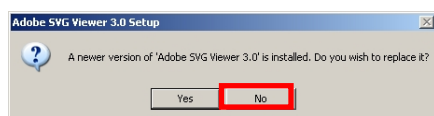


21. If various Windows XP compatibility prompts appear, click **Continue Anyway**:

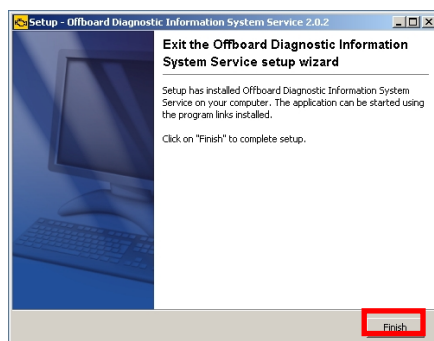


22. If an existing Windows .dll file overwrite prompt appears during a reinstallation, click **Yes for all**.

23. If an **SVG Viewer** version prompt appears during a reinstallation, click **No**:



24. Click **Finish**:



25. Close the CD/DVD directory Window.

☐ **Application Software & License Installation steps complete**

Proceed with Post-Setup - Diagnostic Data Installation: Section 3.2 – Page 12.



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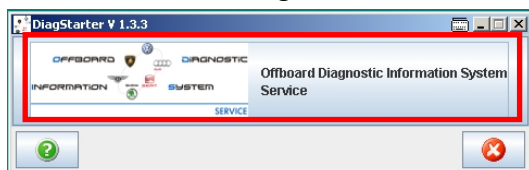
3.2 – Post-Setup - Diagnostic Data Installation

The first time ODIS Service is started after installation via DVD, installation of the **Post-Setup Data** must be performed.

1. From the Windows desktop, locate and click the **DiagStarter.bat....** Icon:



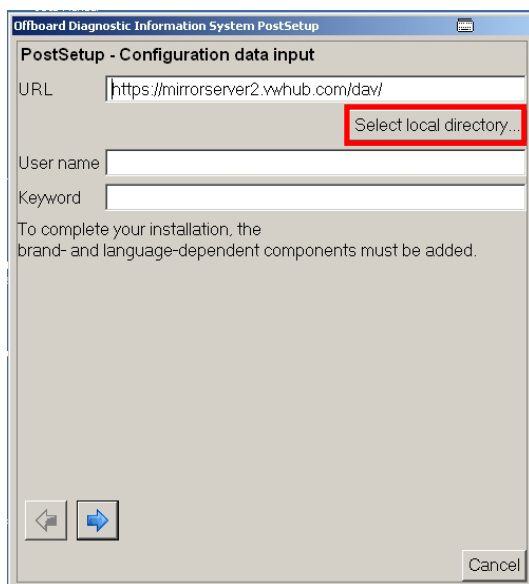
2. Select **Offboard Diagnostic Information System Service**:



3. **Wait** while the program starts:



Click **Select local directory**:



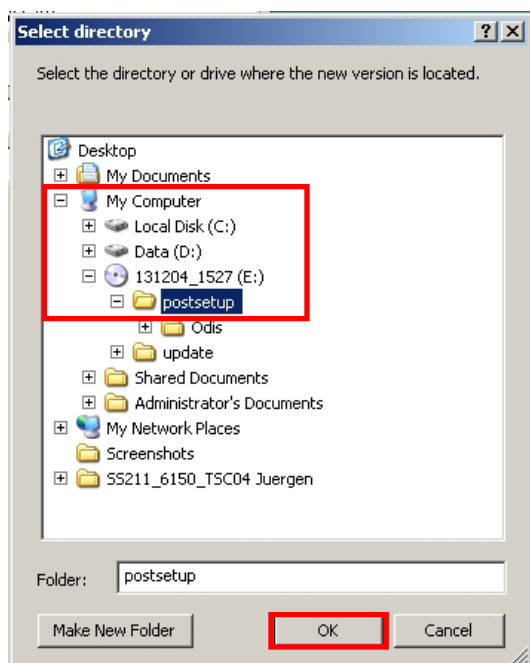
Continued ...13/



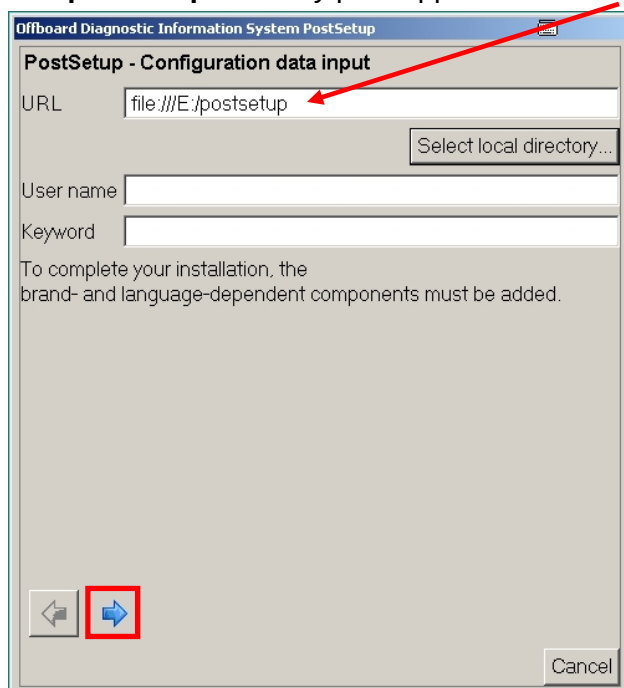
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4. Expand [+] the **My Computer** and **131204_1527 (:)** directories and select / highlight the **postsetup** folder as illustrated. Then click **OK**:



5. The **postsetup** directory path appears in the URL window: Click the blue **Forward Arrow** button:



Be aware that the CD/DVD drive letters illustrated above are **examples only**! Your drive letter may be different!

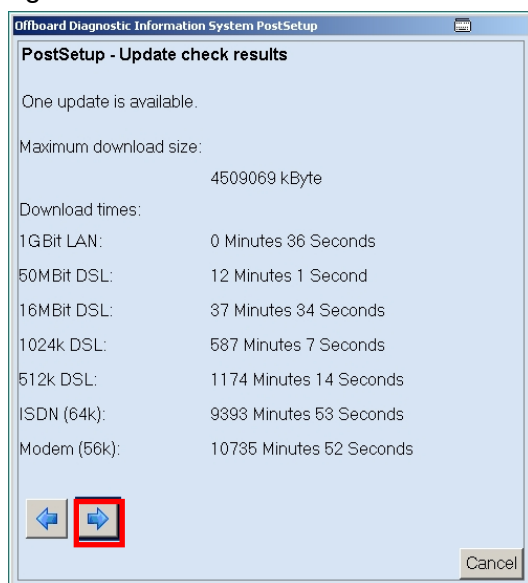
Continued ...14/



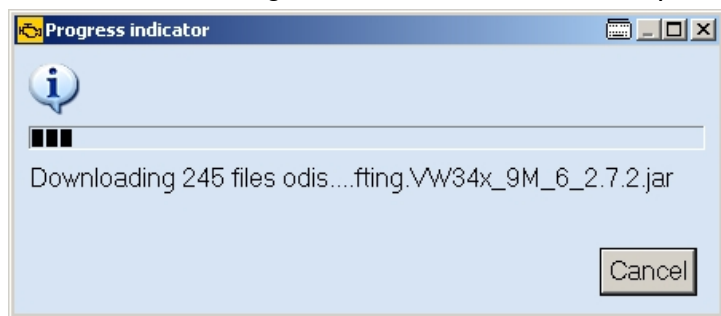
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6. The postsetup diagnostic data **on disc** is read and summarized. Click the blue **Forward Arrow** button again:



7. **Wait** while the diagnostic data installation takes place:



Note:

The **Progress indicator** window may appear to stall or lock at times during the data installation. This is normal. Please be patient!

When the postsetup data installation is complete, the **ODIS Service** application will automatically shut down and restart.

8. **Cancel** the **System Updater** prompt (if present) and close the **Release Notes** window.
9. **Read** the **Warnings/notes** information, scroll down and click **OK**.



Postsetup – Diagnostic Data Installation steps completed

Proceed with Post-Setup Configuration: Section 4.0 – Page 15



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4.0 – Post-Setup Configuration

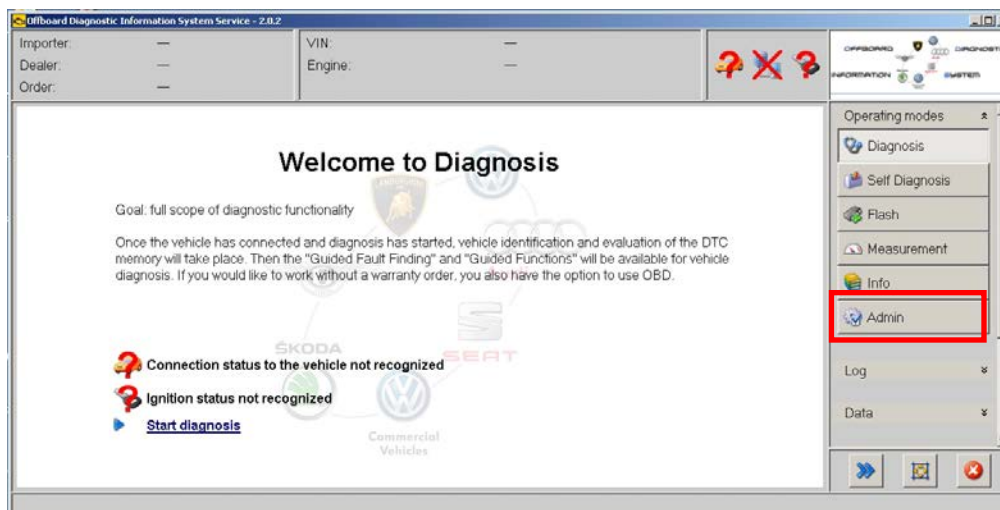
Prior to placing diagnostic devices with new installations or reinstallations into service, a number of configuration steps must be performed.

Configurations take place via the **Admin** operating mode. Settings can be made or changed at any time.

4.1 – Administration - General

The following subsections describe configurations using the **Admin > General** operating mode.

1. From the ODIS Service main screen, select **Admin**:

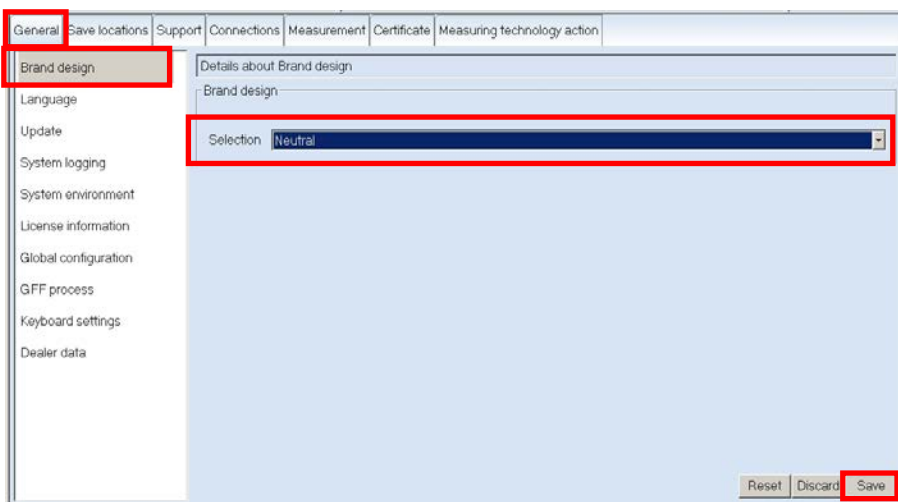


The available configuration function categories will be listed in the left-hand display menu.

4.1.1 – Brand Design

The **brand logo** and **user interface colors** are configured with the **Brand design** function.

1. Select **Brand design** and choose the desired brand theme from the dropdown menu. Click **Save / Yes**:



Continued ...16/



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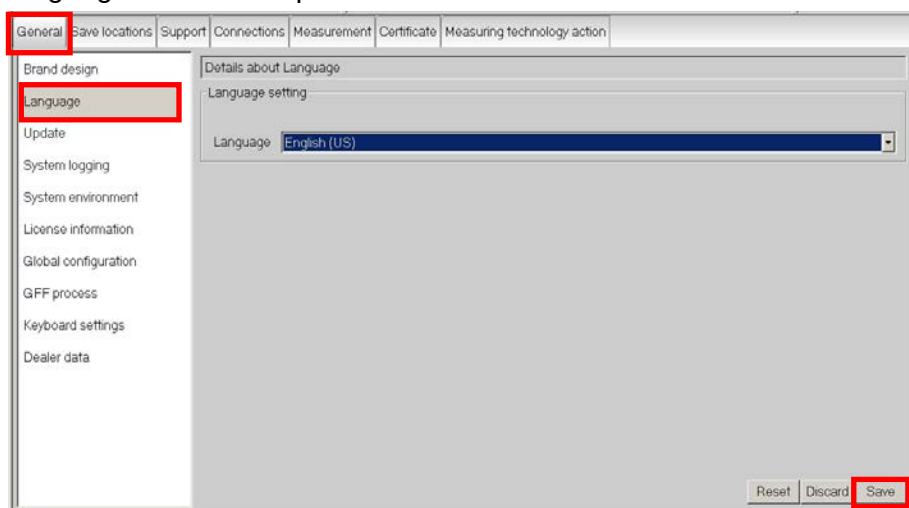
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4.1.2 – Language

The **language displayed by the user interface** is configured with the **Language** function.

If additional languages were selected during the software installation process, these languages are selectable here.

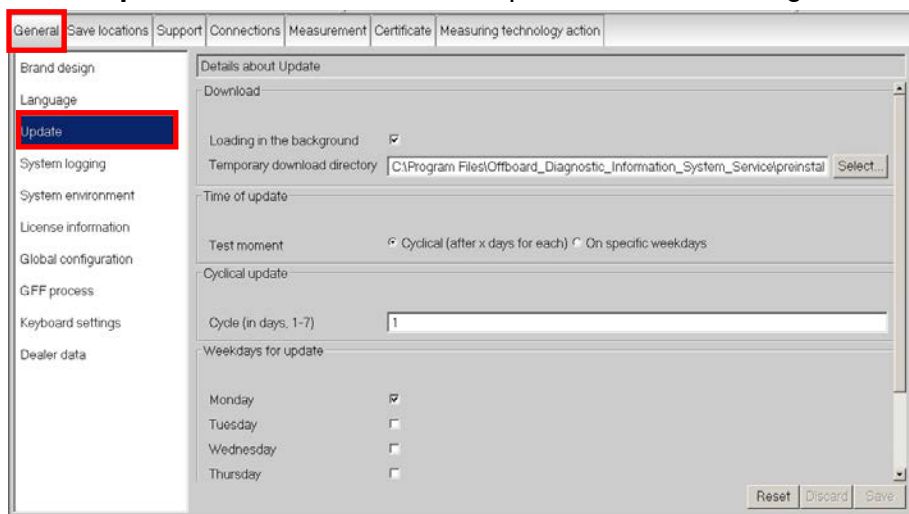
1. **Only if languages other than English (US) were added**, select **Language**. Then choose the desired language from the dropdown menu. Click **Save / Yes**:



4.1.3 – Update

The schedule for automatic updates is configured with the **Update** function.

1. Select **Update**: Review the available update schedule settings:



2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes**

Note:

For additional information refer to **Service Information – ODIS Service document title: Online Update Guide**



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4.1.4 – Keyboard

If desired, the virtual keyboard can be switched **on** or **off** for as appropriate for the diagnostic device.

1. Select **Keyboard settings**: Place or remove a **checkmark** next to **Use the virtual keyboard**. Click **Save / Yes**:

4.1.5 – Dealer Data

If desired, configure the name of the dealership to appear in diagnostic logs.

1. Select **Dealer data**: Enter the name of the dealership in the **Facility ID** entry field:

Note:

DO NOT exceed 100 characters including spaces. Exceeding the character allowance may cause GFF log transmissions to fail!

Click **Save / Yes**:

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4.2 – Administration - Support

The following subsections describe configurations using the **Admin > Support** operating mode.

1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** section is displayed first by default:

The screenshot shows the 'Admin > Support' interface. The 'Support' tab is selected and highlighted with a red box. The 'Contact data' section is active, showing a sidebar with 'Contact data' and 'E-mail outbox server'. The main area is titled 'Details about Contact data' and contains a 'Contact data for feedback' section. This section has a red error message: 'Telephone number(*) No valid printout.' Below this are input fields for 'First name', 'Last name', 'E-mail address(*)', and 'Telephone number(*)'. At the bottom right are 'Reset', 'Discard', and 'Save' buttons.

4.2.1 – Contact Data

Contact information is saved as necessary for **Support Button** requests.

1. Fill in all pertinent contact details. Ensure a valid email address is entered: Click **Save / Yes**:

This screenshot shows the same 'Admin > Support' interface as the previous one, but with sample data entered in the contact fields. The 'Support' tab and 'Contact data' section are still highlighted with red boxes. The 'First name' field contains 'xxxxxxx', 'Last name' contains 'xxxxxxxxxx', 'E-mail address(*)' contains 'xxxxxx@xxxx.com', and 'Telephone number(*)' contains '1234567891'. The 'Save' button at the bottom right is also highlighted with a red box.

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4.2.2 – Email Outbox Server

The Email Outbox Server - Connection parameters that are specific to the dealership network must be configured before using the Support Button.

1. Select **E-mail outbox server**: Enter or re-enter information as applicable and **specific to your dealership network**. Click **Save / Yes**:

General | Save locations | **Support** | Connections | Measurement | Certificate | Measuring technology action

Contact data

E-mail outbox server

Details about E-mail outbox server

Use the standard e-mail client of the operating system: ☐

Connection parameters

Connection: Mail

Mail server: xxxxxxxxxxxx

Mail server port: 25

Mail server login: ☐

User name:

Password usage: only for the next feedback transmission

Secure connection: ☐

E-mail sender address: xxxxxxxx@xxxx.com

Reset Discard **Save**

Note:

For additional information refer to **Service Information – ODIS Service** document title: **ODIS Service Email Outbox Configuration Guide**

4.3 – Administration - Connections

The following subsection describes software configuration using the **Admin > Connections** operating mode.

1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** data section is displayed first by default:

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Brand settings

Group system: Logon

Group system: GFF

Group system: ElsaPro

Group system: Carport

Group system: eShop

Group system: DISS

Mirror Server 2

Details about Brand settings

Brand to configure:

Selection: Volkswagen

Connection types

for Volkswagen: CPN

for Audi: CPN

Reset Discard Save



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4.3.1 – Brand Settings Data

The connection to **VWAG Group systems** (to transmit GFF logs, etc.) is configured via **Brand settings**.

1. **Change the Connection type** in the dropdown menu(s) from **CPN** to **Internet**: Click **Save / Yes**:

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Brand settings

Details about Brand settings

Brand to configure:

Selection: Volkswagen

Connection types:

for Volkswagen: Internet

for Audi: Internet

Reset | Discard | **Save**

4.3.2 – Mirror Server 2

Please confirm the **Mirror Server 2 URL** specified for the US /CDN market:

1. Select **Mirror Server 2**.
2. Confirm the **Mirror Server URL** appears as: **<https://mirrorserver2.vwvhub.com/dav/>**

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Mirror Server 2

Details about Mirror Server 2

Access data:

Mirror Server URL: **https://mirrorserver2.vwvhub.com/dav/**

Mirror Server user:

Mirror Server password:

Timeout:

Timeout[s]: 60

Reset | Discard | **Save**

For **New Installations**:

- **Continue** with additional instructions in [Subsection 4.4](#), [Section 5.0](#) and [Section 6.0](#) that follow.
- Install the Security Certificate: Refer to **Service Information – ODIS Service** document title: **ODIS Service Installation Phase 3 – Security Certificate Request and Installation Instructions**

For Reinstallations: Refer to **Section 6.0 - Page 22** prior to returning diagnostic device to service.



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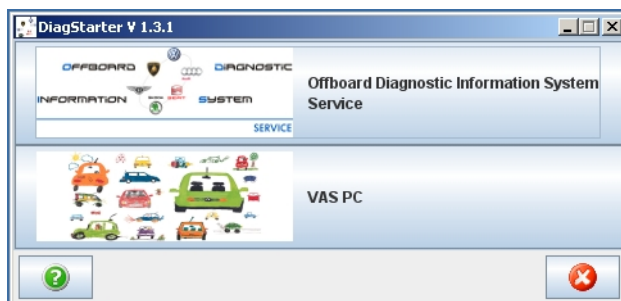
4.4 – Delete VAS-PC Desktop Icon (where applicable)

If VAS-PC is currently installed on the diagnostic device, its icon must be removed from the Windows desktop; otherwise the device may lock up. If VAS-PC is not currently installed or was previously removed, skip to **Section 5.0** below.

1. **Minimize** the ODIS Service application.
2. From the Windows desktop, **right click** the **VAS-PC icon**.
3. Select **Delete** from the dropdown. Click **Yes**.

ATTENTION!

- After removing the icon, do not start VAS-PC from the Windows > Start > Programs listing.
- Start **ALL** diagnostic sessions from the DiagStarter desktop icon, and then select *either* ODIS Service or VAS-PC from the DiagStarter interface:



Please inform all Service Personnel accordingly!



Post-Setup Configuration steps completed

5.0 – Post-Installation File Management & Backup

5.1 – General Information

If ODIS Service becomes corrupted or ceases to function, it may be necessary to **uninstall and reinstall the application software** using the latest version installation DVD.

To uninstall ODIS Service, go to **Start > Programs / All Programs > Offboard Diagnostic Information System Service > Odis Service uninstallation program**

If ODIS Service is uninstalled and subsequently reinstalled, the **license file** that was initially copied to/installed from the prepared USB flash drive **must be reinstalled**. If a recovery of Windows XP® is necessary, both the **license and certificate** files initially copied to/installed from the prepared USB flash drive **must be reinstalled**. As a result, it is important to **backup all license and security certificate files**, and retain the **Master List** record of the individual hardware keys for future support reference.

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Das Auto.

Service Information

Note:

The following instructions are based on the **Device ID** and **Record-Keeping** method suggested in the **Phase 1 Instructions – Section 3.0**.

If an alternate record-keeping method was chosen, backup the license and certificate files accordingly and inform key service personnel.

5.2 – Backup Device ID Folder on Diagnostic Device

Perform the following procedure on all individual devices on which ODIS Service was installed:

1. **Insert** prepared USB flash drive with **Master List** and **Device ID** folders into an available port on a diagnostic device.
2. **Note** the **Device ID** of the device.
3. **Open** the USB flash drive directory and locate the device's **Device ID** folder.
4. **Copy** the device's **Device ID** folder and **Paste** it to the Windows desktop or location of your choosing on the device.
5. Rename the pasted folder: “**ODIS Service Backup Files**” (or similar).
6. Safely remove / eject USB flash drive and retain.
7. Inform key service personnel and urge technician users to not tamper with the backup folder.

5.3 – Backup USB Flash Drive

1. Obtain additional, empty USB flash drive.
2. Insert empty USB flash drive into an available port on any PC or laptop.
3. **Rename** the USB flash drive: “**ODIS Service Backup**” (or similar).
4. Insert prepared USB flash drive with **Master List** and **Device ID** folders into an available port on the PC or laptop.
5. **Copy** the **Master List** and **Device ID** folders to the additional USB flash drive.
6. Retain both USB flash drives in a safe location and inform key service personnel accordingly.

☐ **Post-Installation Backup steps completed**

6.0 – Online Updates

6.1 – General Information

The application software and diagnostic data installed with the latest “installation version” of ODIS Service was current as of the date of the DVD release. However, revised and additional application and diagnostic data may have been released via online updates after the DVD release date.

Dealerships are responsible for ensuring all diagnostic devices used on vehicles covered by new vehicle warranty are updated with the latest application and diagnostic data. As a result, we recommend the download and installation of applicable online updates prior to placing a new installation or reinstallation of ODIS Service into service.

For details on online update setup and functions, refer to **Service Information - ODIS Service** document title: **Online Update Guide**.