

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-13-13

Subject: ODIS Service Installation Phase 3 - Security Certificate
Request & Installation Instructions

Date: June 26, 2013

Supersedes AOS-12-09 due to updated screenshots and revised information

1.0 – Introduction

Installation of the ODIS Service Security Certificate is required on **each individual diagnostic device** to enable **online software updates**, vehicle **immobilizer adaptations** and **SVM** etc.

Use this document to request and install a security certificate on VAS diagnostic devices where **a security certificate was not previously installed** or to **request and install a replacement certificate**.

Installation Phases 1 through 3 must be completed on all new devices prior to using ODIS Service for vehicle diagnosis.

Important prerequisites and preparations must be noted and fulfilled prior to proceeding!

We recommend printing these instructions.

Notes:

- The following procedures must be performed by the dealership **ODIS Service Administrator or IT Professional**, or **personnel qualified to perform software installations**.
- Perform all instruction steps in the exact order given. **Heed all Prerequisites and Notes!**
- Perform the update in an area that is quiet, clean, and without distraction or interruption.
- If assistance with specific instruction steps is needed, contact VWGoA DTSS: 1-888-896-1298.

We encourage installers to FIRST read this document in its entirety to become familiar with the step-by-step processes and prepare accordingly.

2.0 – Security Certificate Request & Management

2.1 – Device Preparation and ODIS Service Software Installation Prerequisites

All preparations and instructions in the **ODIS Service Installation Phase 1 - Preparation & License Request** and **Phase 2 - Software Installation & Configuration** documents must be completed and all necessary outcomes achieved:

- ☐ 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.**
- ☐ **The latest version of ODIS Service software installed and configured.**

2.2 – Certificate Request

Prerequisites:

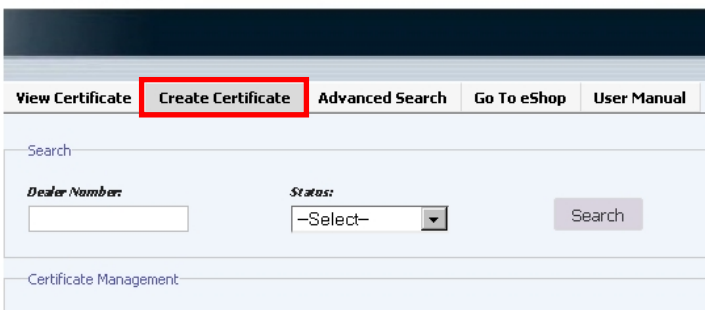
- ☐ **ODIS Service Administrator granted logon access to the eCRMS certificate request application on vwweb.**
- ☐ **Prepared USB flash drive with Master List Wordpad document (containing the device hardware key) and Device ID / License folders (containing the saved license file) on hand.**
- ☐ **Perform requests using a network-connected PC or laptop, connected to a printer.**
- ☐ **Note the *Device ID* of an eligible diagnostic device.**

ATTENTION!

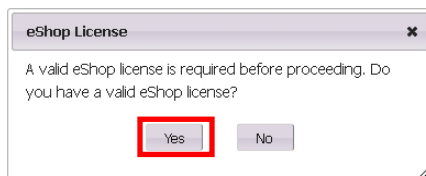
DO NOT proceed with the request process if the diagnostic device hardware key was not recorded on the USB Flash drive or otherwise recorded electronically. Manual (typed-in) entry of the hardware key in the request form is not possible!

1. Insert prepared **USB flash drive** into available port on a network PC or laptop connected to a printer.
2. **Open** the USB flash drive directory.
3. **Start Internet Explorer** and **Logon to vwweb.**
4. Select the **My Hub** or **Service** category.
5. From the **Related Sites** menu (far left) click on **ODIS Certificate Request Mgmt. System (eCRMS).**
6. Complete the **eCRMS** logon.
7. Select **Create Certificate:**

eCRMS



8. The eShop license referred to below is the ODIS Service license file that was installed during the Installation Phase 2 process. Click **Yes**:



Continued ...3/

Service Information

Information must be entered in all certificate request interface fields marked with an asterisk (*):

9. Enter applicable information in the **Dealer/Site Information** section

☐ * Dealer Number

10. Enter applicable information in the **Contact Information** section:

☐ * Contact Name

☐ * Contact Phone Number

☐ * Contact email / * Confirm email.

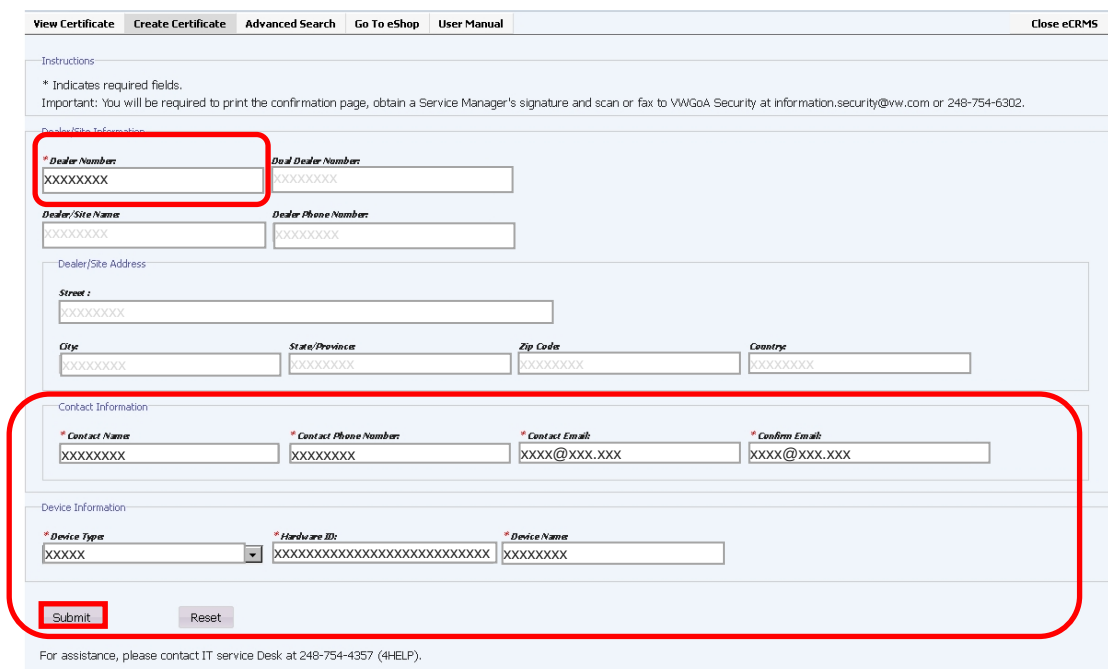
11. Enter applicable information in the **Device Information** section as follows:

- Minimize the eCRMS browser session and navigate to the USB flash drive directory.
- Open the prepared **Master List Wordpad** document and locate the **Device ID** previously noted.
- Select and Copy the first 32 characters (only) of the device's corresponding **Hardware Key** from the **Master List** (this step saves the 32-character hardware key in "clipboard" memory).
- Restore the eCRMS browser session.
- In the ***Hardware ID** field, use Windows® keystroke combination **Ctrl + V** to Paste the 32-character **Hardware Key** into the field. (Manual entry is not possible).
- In the ***Device Type** field, Select the device type from the dropdown menu.
- In the ***Device Name** field, Enter the corresponding, assigned **Device ID**.

Note:

Assigned **Device IDs** must be accurately noted and associated with its **Hardware Key** in the preceding step. The **Device ID** and **Hardware Key** entered above will appear next to the certificate file staged in eCRMS during the **Certificate Management** steps. Ref. Section 2.3.

12. When all required information fields (*) are filled in, click **Submit**:



View Certificate Create Certificate Advanced Search Go To eShop User Manual Close eCRMS

Instructions
* Indicates required fields.
Important: You will be required to print the confirmation page, obtain a Service Manager's signature and scan or fax to VWGoA Security at: information.security@vw.com or 248-754-6302.

Dealer/Site Information

* Dealer Number: XXXXXXXX Dealer Number: XXXXXXXX

Dealer/Site Name: XXXXXXXX Dealer Phone Number: XXXXXXXX

Dealer/Site Address

Street: XXXXXXXX

City: XXXXXXXX State/Province: XXXXXXXX Zip Code: XXXXXXXX Country: XXXXXXXX

Contact Information

* Contact Name: XXXXXXXX * Contact Phone Number: XXXXXXXX * Contact Email: XXXX@XXX.XXX * Confirm Email: XXXX@XXX.XXX

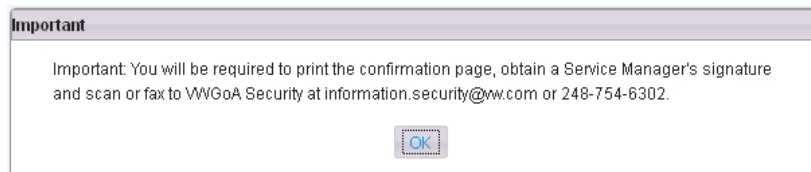
Device Information

* Device Type: XXXXX * Hardware ID: XXXXXXXXXXXXXXXXXXXXXXXXXXXX * Device Name: XXXXXXXX

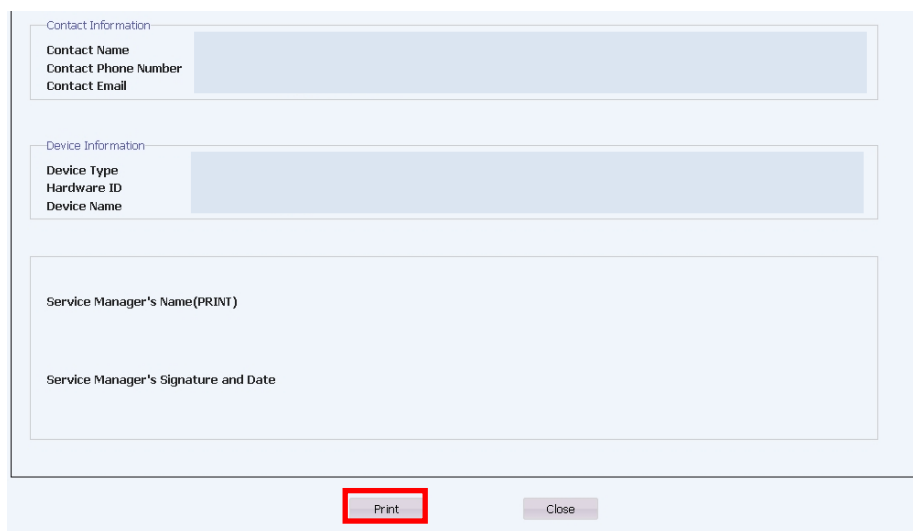
Submit Reset

For assistance, please contact IT service Desk at 248-754-4357 (4HELP).

13. Note the **email address** and/or **fax number** from the **Important** dialog message. Click **OK**:



14. **Print** the confirmation page (click **Print**):

A confirmation page form with a light blue background. It contains several sections: "Contact Information" with fields for Contact Name, Contact Phone Number, and Contact Email; "Device Information" with fields for Device Type, Hardware ID, and Device Name; and a large section for "Service Manager's Name(PRINT)" and "Service Manager's Signature and Date". At the bottom, there are "Print" and "Close" buttons. The "Print" button is highlighted with a red rectangle.

15. In the printed copy, fill in the **Service Manager's name**.

16. Have your Service Manager **sign and date** the printed copy.

17. **Fax the printed form to (248) 754-6302 or scan and email form to information.security@vw.com**

18. **Safely remove /eject** the prepared USB flash drive.

19. Retain USB flash drive for the Certificate Management steps. Ref. Section 2.3.

When the certificate request is approved:

- The certificate is created and is staged for download in eCRMS.
- An email is sent, instructing you to logon to eCRMS to locate and download the certificate.

Note:

*Certificate request confirmation emails can be expected **within one working day** from the time of submission.*

☐ **Certificate Request steps complete**

Continue to the Certificate Management process, Section 2.3 – Page 5.



2.3 – Certificate Management

Prerequisites:

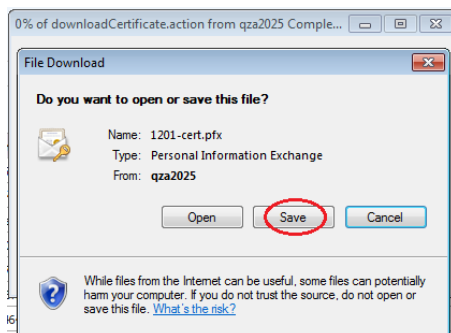
- ☐ **Certificate confirmation email received.**
- ☐ **Prepared USB Flash drive on hand.**

1. Insert prepared **USB flash drive** into available port on a network PC or laptop.
2. Logon to **vwhub** and navigate through **My Hub** or **Service > Related Sites > ODIS Certificate Request Mgmt. System (eCRMS)**. A new browser window will open.
3. Logon as necessary and then select **View Certificate**:
4. **Enter your Dealer Number**, select **Status: Active**, and click **Search**:

A screen with active certificate(s) for the dealership appears:

1. Note the **Device ID** associated with a posted certificate and place a checkmark (✓) next to the certificate number:
2. Click **Download Certificate**: Note the **Download Instructions** dialog, and click **OK**:

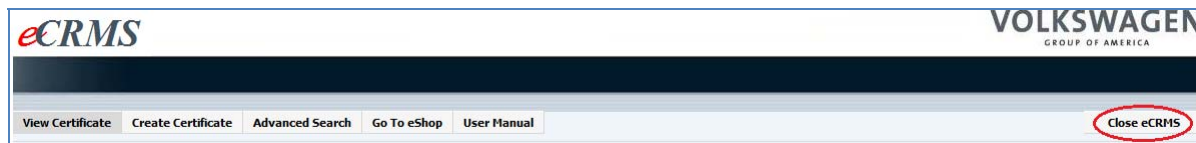
3. **Navigate** to the applicable **Device ID** folder on the prepared USB flash drive, and **Save** the certificate in the **Certificate** subfolder:



4. Ensure certificate file appears as being saved in the applicable **Device ID / Certificate** subfolder.



5. Select **Close eCRMS**:



6. **Safely remove / eject** prepared USB flash drive

7. Retain USB flash drive for certificate installation. Ref. Section 3.0.

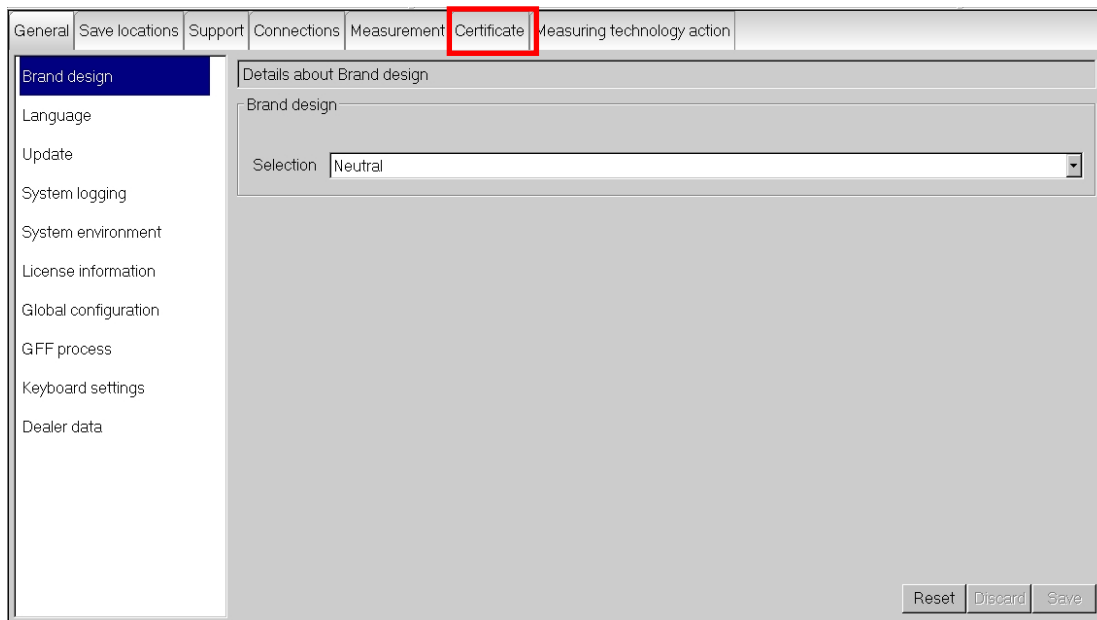
☐ **Certificate Management steps complete**

3.0 – Security Certificate Installation

Prerequisites:

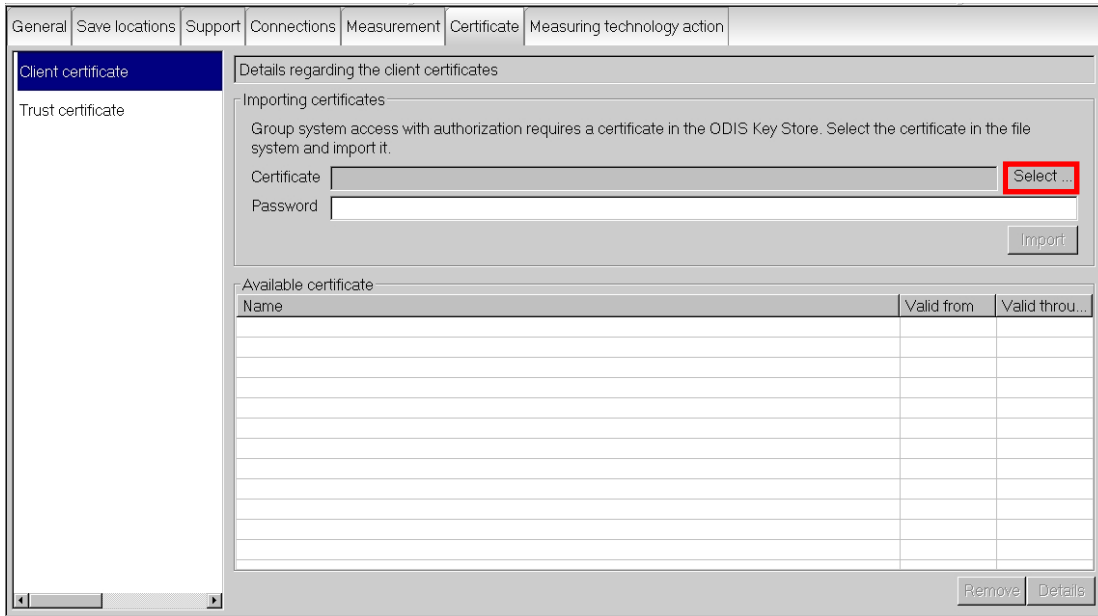
- ☐ Diagnostic device plugged in to power adapter and booted to Windows® desktop.
- ☐ Note the **Device ID** of the device on which the certificate installation is being made.
- ☐ **VAS 5052A**: Recommend connecting USB mouse and keyboard for easier input.
- ☐ Prepared **USB flash drive with saved certificate file(s)** on hand.

1. Insert prepared **USB flash drive** into diagnostic device requiring certificate installation.
2. From the Windows desktop, click the **DiagStarter** icon.
3. Select **Offboard Diagnostic Information System Service**.
4. From the ODIS Service main screen, select the **Admin** operating mode:
5. Click the **Certificate** tab:



Continued ...7/

6. Click **Select**:



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

Client certificate

Trust certificate

Details regarding the client certificates

Importing certificates

Group system access with authorization requires a certificate in the ODIS Key Store. Select the certificate in the file system and import it.

Certificate **Select ...**

Password

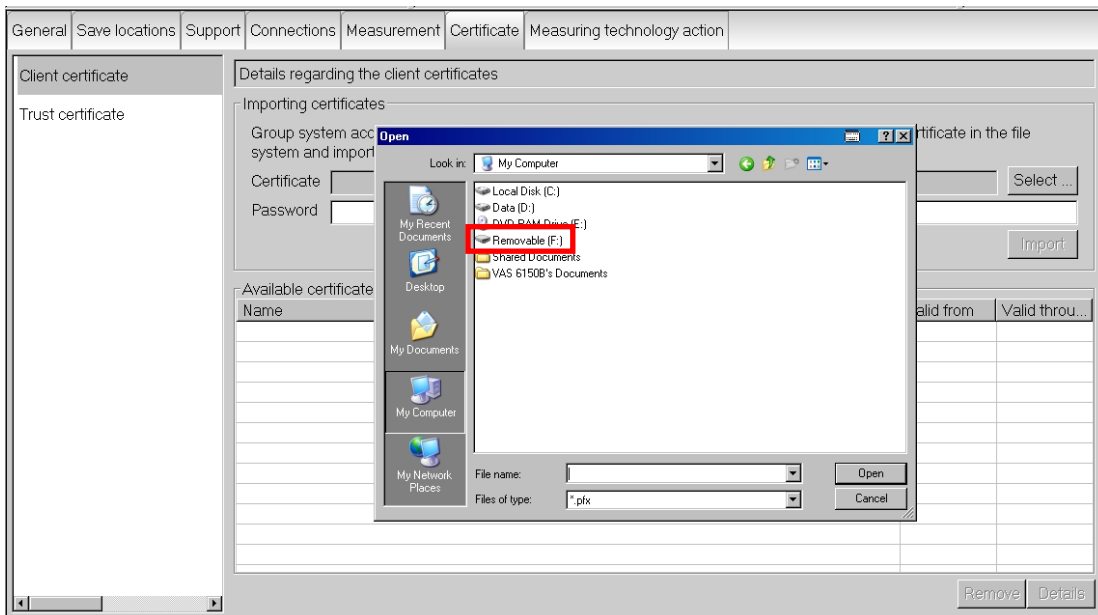
Import

Available certificate

Name	Valid from	Valid through

Remove Details

6. Navigate to directory for **USB flash drive: "Removable..."** (_:):



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

Client certificate

Trust certificate

Details regarding the client certificates

Importing certificates

Group system access with authorization requires a certificate in the file system and import it.

Certificate **Select ...**

Password

Import

Available certificate

Name	Valid from	Valid through

Remove Details

Open

Look in: My Computer

Local Disk (C:)
Data (D:)
Removable (F:)
Shared Documents
VAS 61508's Documents

File name:

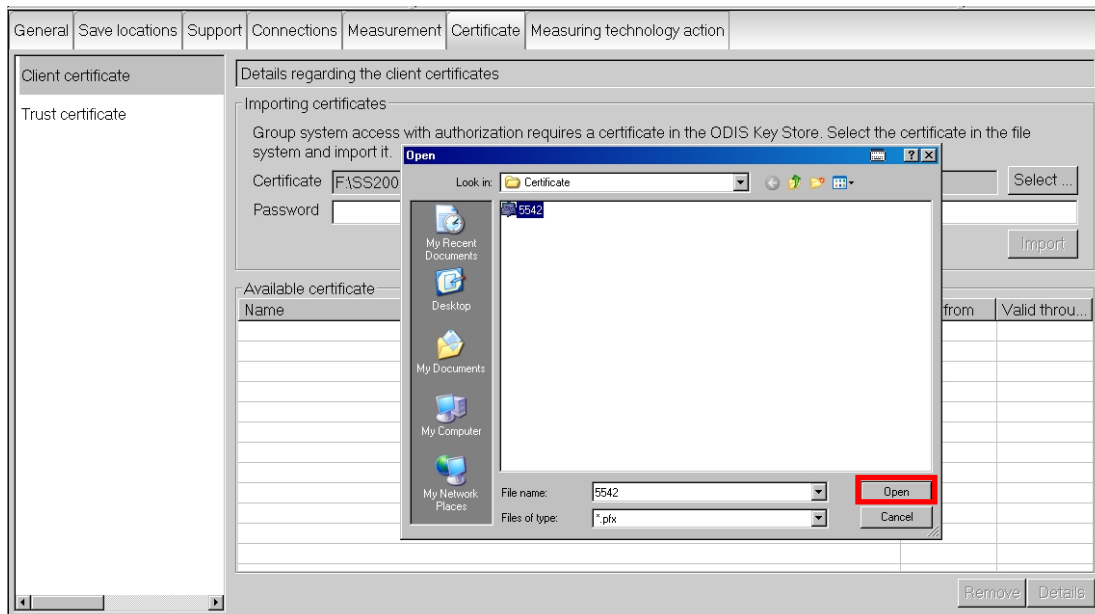
Files of type: *.plx

Open Cancel

7. **Open** the USB Flash drive directory and navigate to the **Device ID** folder for the device on which the certificate installation is being done.

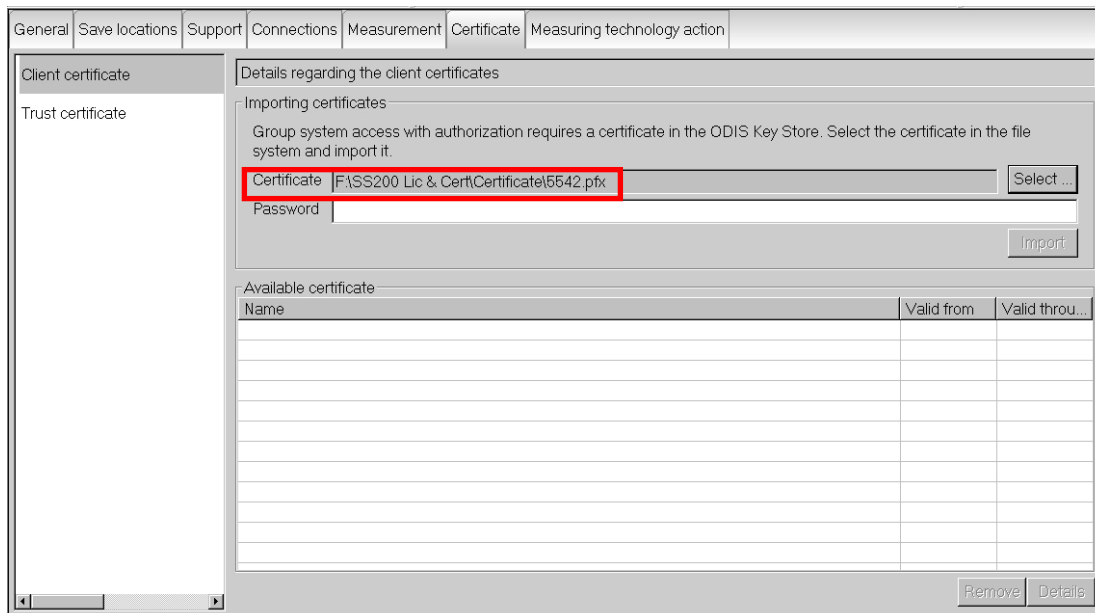
Continued ...8/

8. **Open** the **Certificate** subfolder and **select/highlight** the saved certificate file (xxxx-cert). Then click **Open** to copy the certificate file to the installation window entry:



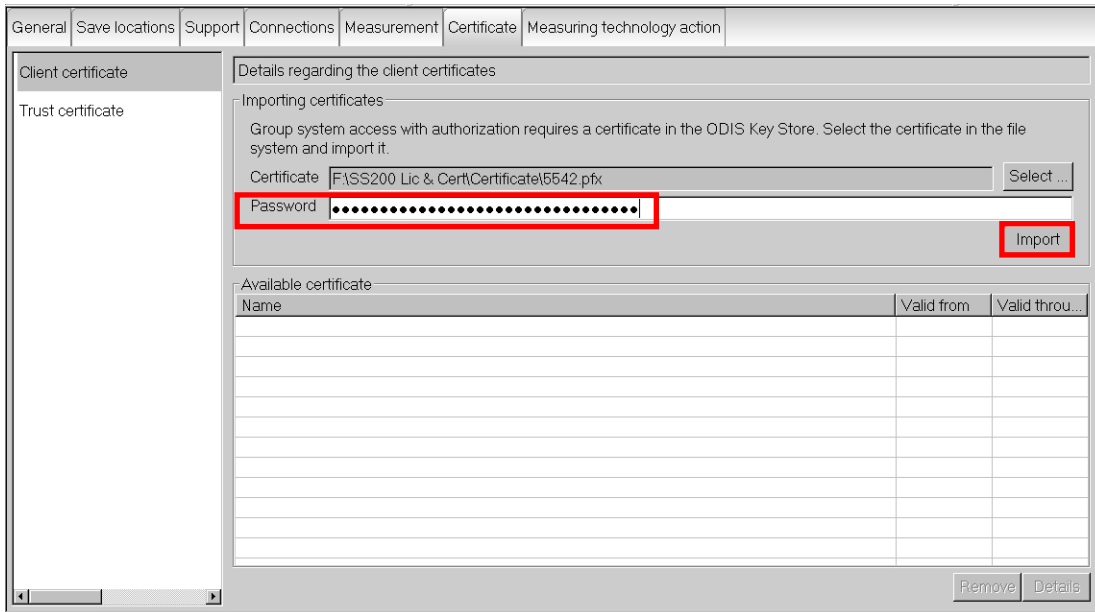
Note: DO NOT double click on certificate file in its saved location!

9. Ensure certificate file appears as being copied (directory path illustrated is example only):



10. **Minimize** the ODIS Service window.
11. Navigate to the **Master List WordPad** document on the USB flash drive.
12. From the list, locate the **Device ID** of the device on which the certificate installation is being done.

13. **Select and Copy** the **32-character hardware key (only)** next to the **Device ID** of the device. **Do not copy the additional device information etc. after the first colon.**
14. **Restore** the ODIS Service window.
15. **Paste** the **32-character hardware key (only)** in the **Password** entry field as illustrated below. Ensure that no extra spaces or characters are present. When a valid certificate and password (hardware key) are recognized, the **Import** button will become active. Click **Import**:



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

Client certificate

Trust certificate

Details regarding the client certificates

Importing certificates

Group system access with authorization requires a certificate in the ODIS Key Store. Select the certificate in the file system and import it.

Certificate F:\SS200 Lic & Cert\Certificate\5542.pfx Select ...

Password Import

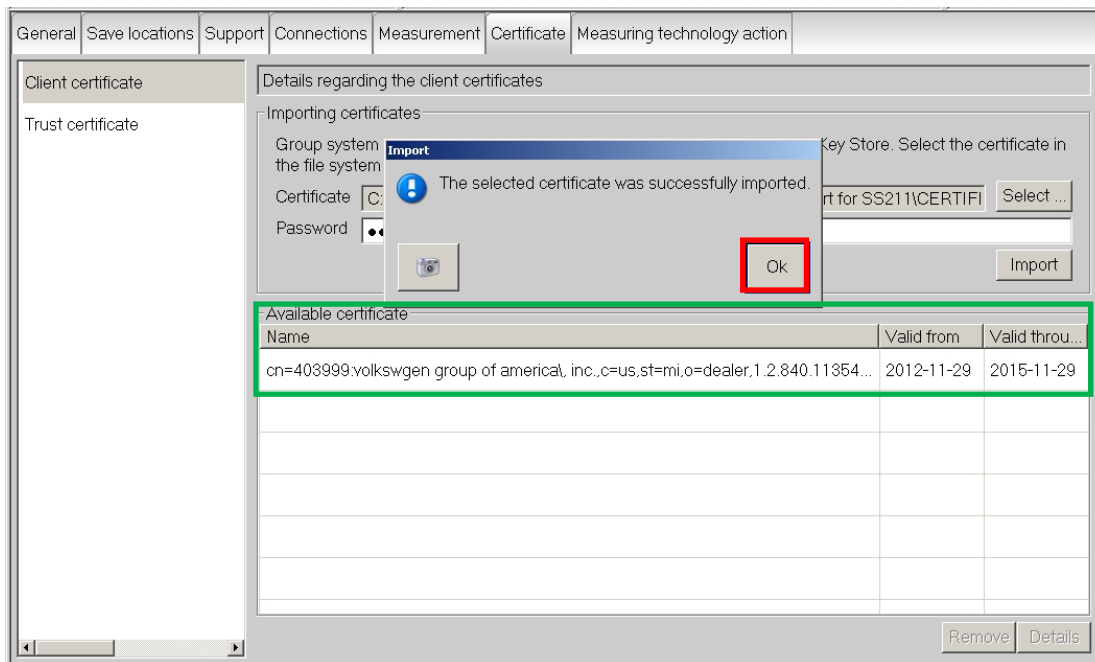
Available certificate

Name	Valid from	Valid through

Remove Details

The certificate is imported and appears in summary form in the **Available certificate** window.

16. Click **Ok**:



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

Client certificate

Trust certificate

Details regarding the client certificates

Importing certificates

Group system the file system

Certificate C: Import

Password The selected certificate was successfully imported. Ok

Available certificate

Name	Valid from	Valid through
cn=403999:volkswagen group of america\, inc.,c=us,st=mi,o=dealer,1.2.840.1.1354...	2012-11-29	2015-11-29

Remove Details

17. Click **Diagnosis** to return to the main screen or **Close** the application.
18. **Safely remove / eject** the USB flash drive and retain for future reference and support.
19. **Save / back up** the **security certificate file** on the diagnostic device and additional USB flash drive as instructed in the **ODIS Service Installation Phase 2 – Software Installation & Configuration** document, **Sections 5.2 and 5.3**.



Security Certificate Installation completed