

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: AOS-14-15

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions Date: June 10, 2014

Supersedes AOS-14-12: Windows® XP & VAS-PC references deleted.

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Notes:

- *The following procedures must be performed **by qualified personnel only!***
- *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 perform these procedures.***
- *Heed all prerequisite requirements and notes, and **follow all instruction steps in the Section order given**, including instructions cross-referenced in documents posted on ServiceNet.*
- *Perform the procedures in an area that is quiet, clean and without distraction or interruption.*
- ***Discard all printed copies of this document after use.** Revised versions may be issued at any time. Always check ServiceNet for the latest version.*

1.0 – Introduction

This document describes the complete installation and configuration processes of **ODIS Service Installation DVD Version 2.1.0** on **VAS diagnostic devices with Windows 7 operating systems**. The installation options covered here are:

- **New installations**
- **Reinstallations.**

Separate instructions for each installation option are covered throughout this document. Refer to **Subsections 1.1, 1.2 and 1.3** below for information on how to use these instructions.

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

1.1 - New Installations

New Installations are defined as installations on:

- **New devices** where ODIS Service was **not previously installed**.
- **Existing devices** that have been **updated from Windows XP to Windows 7 using the AoA-supplied DVD**.

In both cases, **ALL** ODIS Service Installation Phases (1, 2 and 3) must be completed, in phase order, on all new or updated devices prior to using ODIS Service. All phase documents are posted on ServiceNet.

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

1.2 – Reinstallations

Reinstallations are defined as installations on **existing 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.**

2.0 – Preparation

2.1 – Device and License Preparation Checklists

Complete the device and license checklist for the installation option that applies:

✓	New Installations – Device and License Preparation Checklist
	New device where ODIS Service was not previously installed: ☐ VAS 6150C laptop or ☐ VAS 6160A tablet
	Existing device updated from Windows XP to Windows 7 using the AoA-supplied DVD: ☐ VAS 6150A laptop ☐ VAS 6150B laptop ☐ VAS 6150C laptop ☐ VAS 6160 tablet ☐ VAS 6160A tablet
	All devices: ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) completed: ☐ License requested from eShop and license request approval email received ☐ License file downloaded from eShop to a folder on the diagnostic device desktop DO NOT proceed without the license file intended for the device!
	New Installations checklist completed. Proceed to Section 2.2 - Page 4.

✓	Reinstallations – Device and License Preparation Checklist
	Existing device where ODIS Service was previously installed: ☐ VAS 6150A laptop ☐ VAS 6150B laptop ☐ VAS 6150C laptop ☐ VAS 6160 tablet ☐ VAS 6160A tablet
	☐ Existing license file saved in a folder on the diagnostic device desktop* or ☐ Existing license file backed-up on USB flash drive* *If the existing license file is not available, request a replacement license from eShop > Phase 1 Instructions
	Reinstallations checklist completed. Proceed to Section 2.2 - Page 4.

2.2 – Hardware and Network Prerequisites – All Installations

- ☐ **ODIS Service Version 2.1.0 DVD - Order No. 009.5002.02.21 on hand.**
- ☐ *Diagnostic device with functioning CD/DVD drive and USB.*
- ☐ *Diagnostic device plugged in to A/C power adapter and booted to Windows desktop.*
- ☐ **VAS Diagnostic Tablets:** *Device mounted in base station with USB mouse and keyboard connected.*
- ☐ **Device disconnected from dealership network:** *Ethernet cable disconnected, device wireless operation switch in the OFF position where applicable.*
- ☐ **A Windows 7 update *MUST NOT* be in the process of being downloaded or installed. Go to: Control Panel > Windows Update to confirm!**

2.3 – Reinstallations – Uninstall ODIS Service

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

Reinstallation Tips:

- *If you are unaware of, or have not recorded the **Email Outbox Server** configuration settings, please **note them now!** Go to: **ODIS Service > Admin > Support > E-mail outbox server ...**and record the various settings on a separate piece to use during the post-reinstallation configuration.*
- *If the license file was **not** saved in a folder on the Windows desktop, or if the USB flash drive containing the backup license file is not available, copy the installed license to the Windows desktop **prior to uninstallation as follows:***
 1. *From the Windows desktop, go to: **Windows (Start) > Computer > Local Disc (C:) > Program Files (x86) > Offboard_Diagnostic_Information_System_Service > license***
 2. ***Right click** the license (.dat) file.*
 3. *Select **Copy**, and then close all windows.*
 4. ***Paste** the license on the Windows desktop (for retrieval during the installation routine) and revisit the **Phase 1 instructions, Section 3.5** for a suggested method to save the license file in a desktop folder.*

Uninstall ODIS Service and Softing D-PDU API files:

1. Go to: **Windows (Start) > All 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 and check all boxes as necessary.
3. Restart the diagnostic device when prompted.
4. Go to: **Windows (Start) > All 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. Restart the diagnostic device.

Continued ...5/



2.4 – Note the DVD-ROM Drive Letter

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

As DVD-ROM 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:

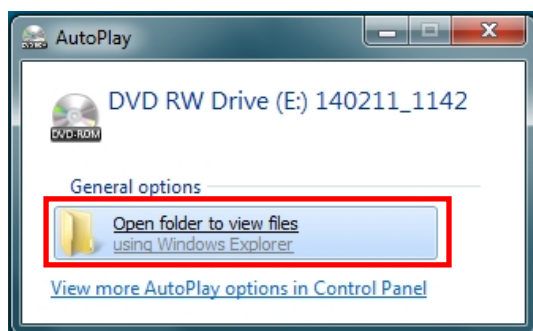
1. From the Windows desktop, go to: **Windows (Start) > Computer**
2. Note the letter assigned to the **DVD RW Drive (_ :)**
3. Close the **Computer** Window.

☐ All Preparation steps completed. Proceed to Section 3.0 below.

3.0 – Installation

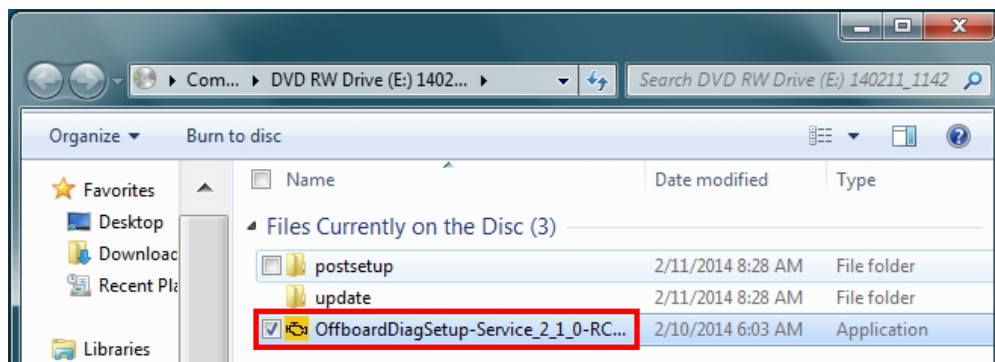
3.1 – Application Software & License Installation

1. Insert **ODIS Service Version 2.1.0 DVD** into the DVD-ROM drive. The DVD should AutoPlay.
2. Select **Open folder to view files:**



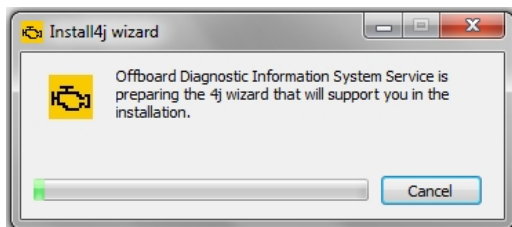
If the DVD does not AutoPlay, go to: **Windows (Start) > Computer** and open the DVD-ROM directory.

3. **Wait** while the directory contents are read.
4. Click on **OffboardDiagSetup-Service_2_1_0-RC....:**

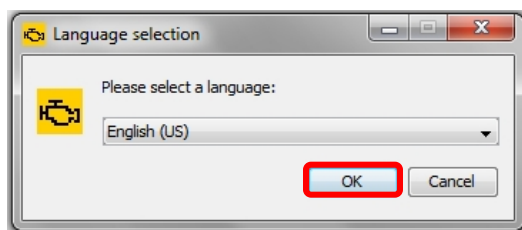


Continued ...6/

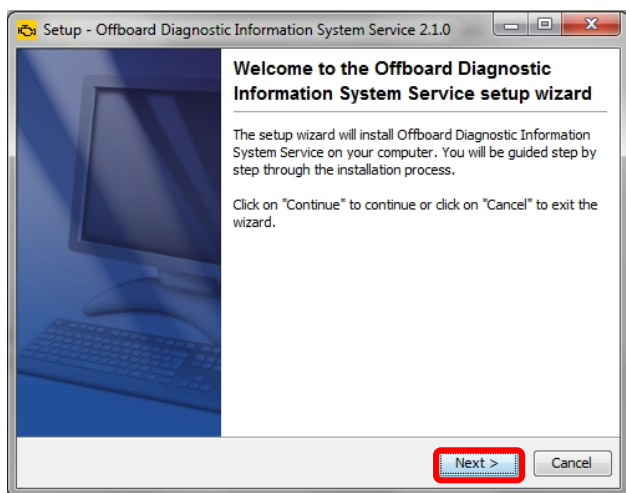
5. **Wait** while the **Install4j wizard** prepares the installation:



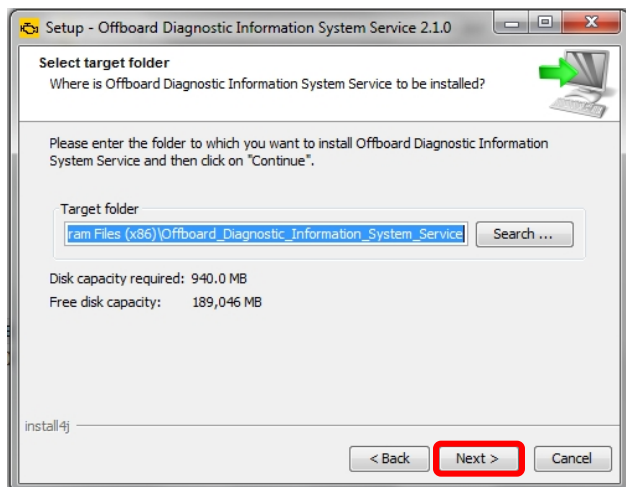
6. Confirm **English (US)** is highlighted. Click **OK**.



7. Click **Next**:

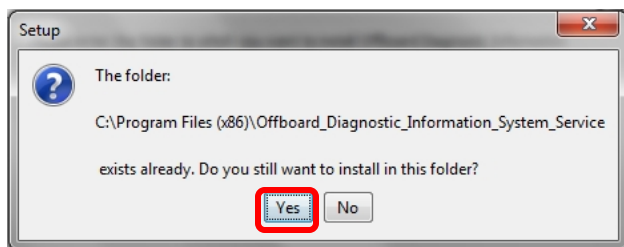


8. No action needed. Click **Next**:

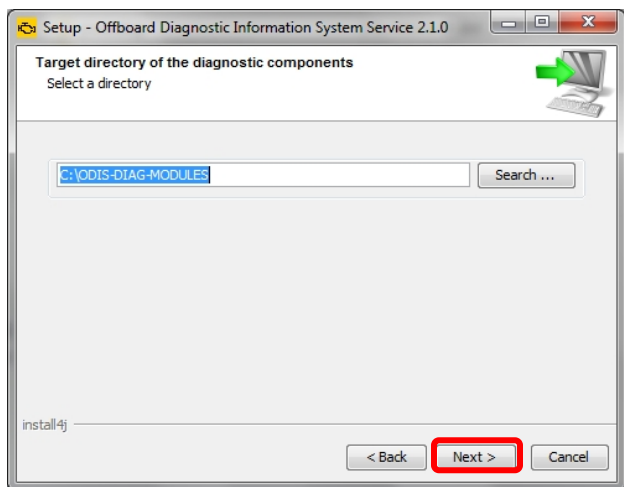




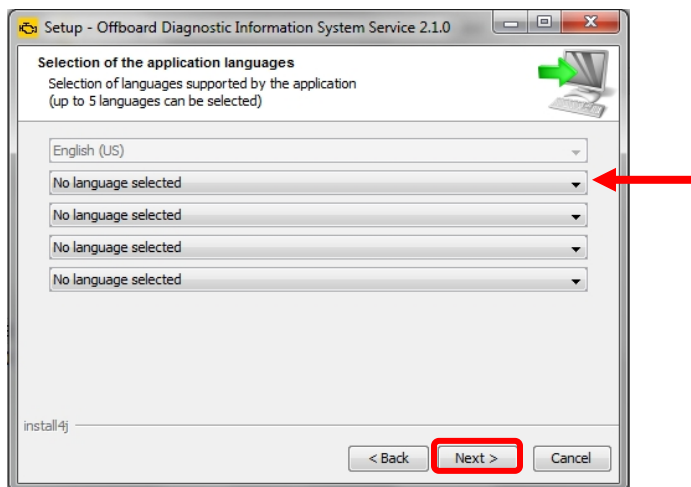
9. During **Reinstallations** a **Setup C:\Program Files...** (or similar) prompt appears. Click **Yes**:



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



11. If additional user interface languages are desired or required, select them from the available dropdown(s). Click **Next**:



Note:

Selecting additional languages increases the installation time.

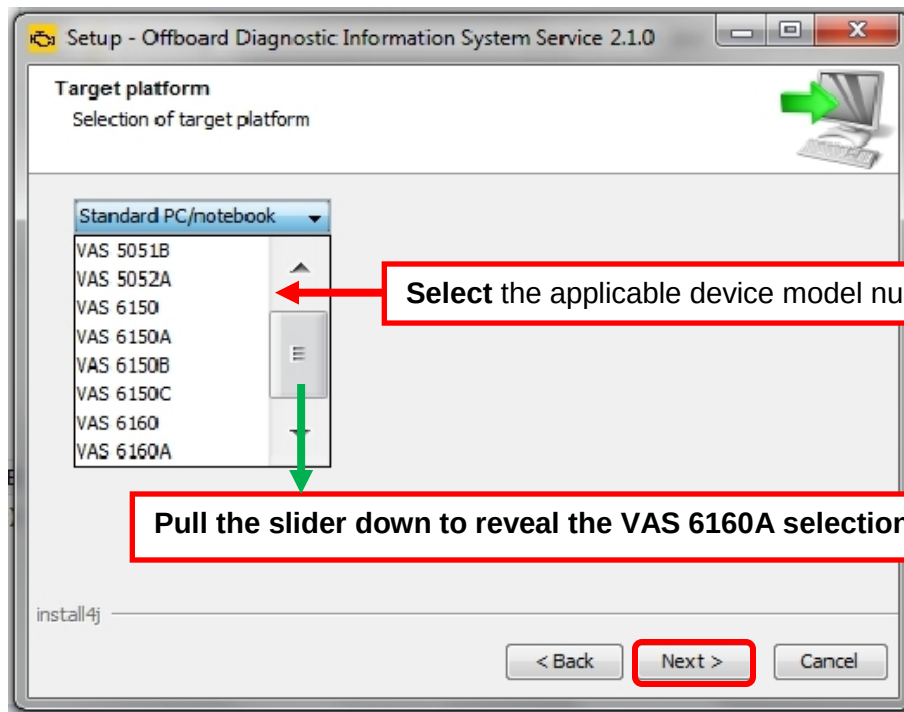
Continued ...8/



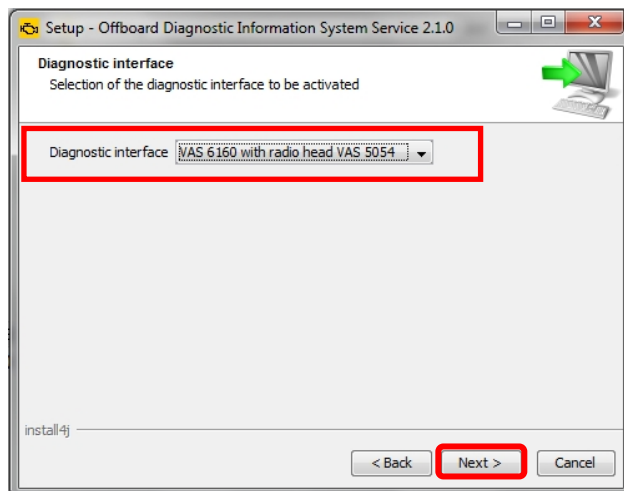
Note:

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

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

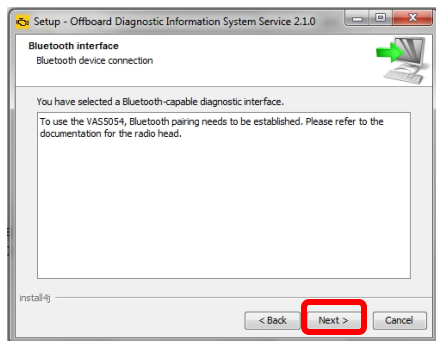


13. Confirm that the applicable **diagnostic interface (connection method)** appears. (Method illustrated is an example only. Your connection method may be different): Click **Next**:

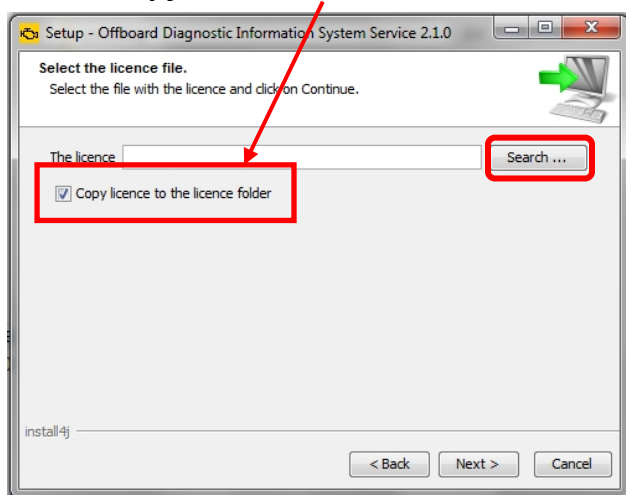


Continued ...9/

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

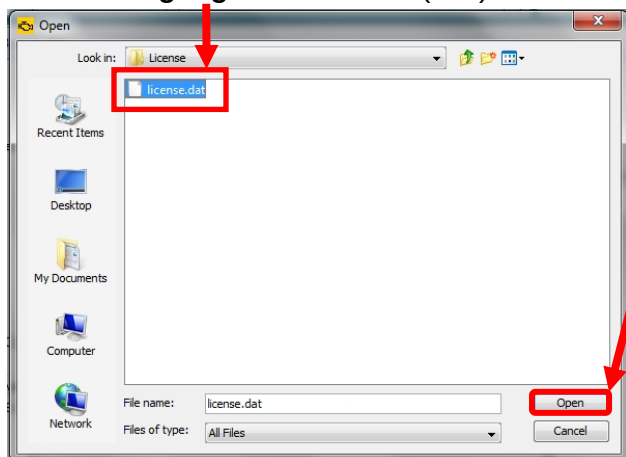


15. Ensure **Copy licence to the licence folder** is checked, and then click **Search...**:



- ☐ **New Installations:** Open the **device folder** on the desktop, and **Open** the “**License**” subfolder with the **saved license file**, and then **continue from Step 16**.
- ☐ **Reinstallations:** Navigate to the desktop or other location (USB flash drive etc.) containing the **saved license file**, and then **continue from Step 16**:

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



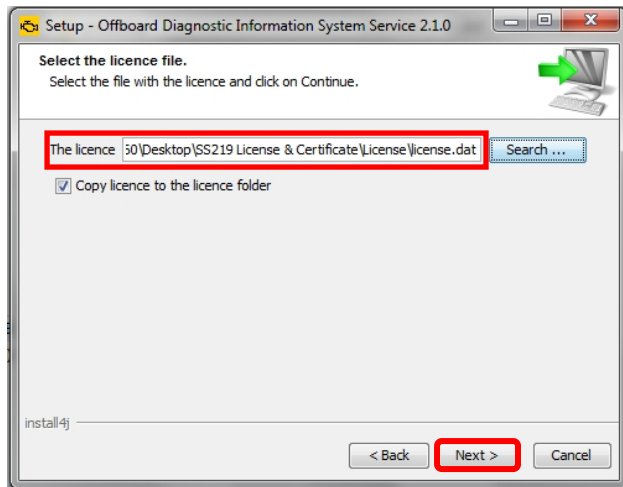
Note:

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

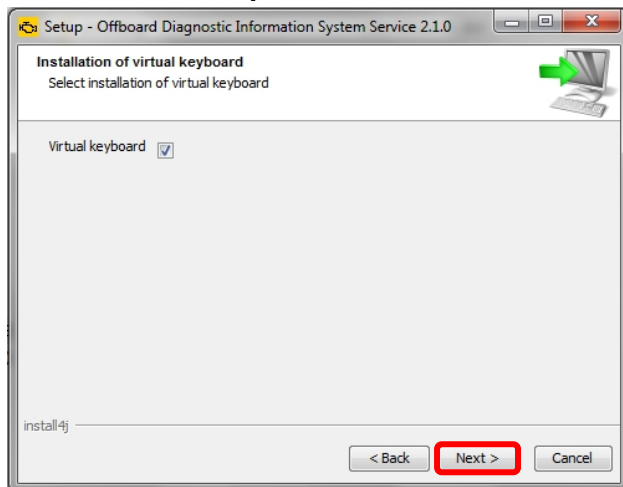
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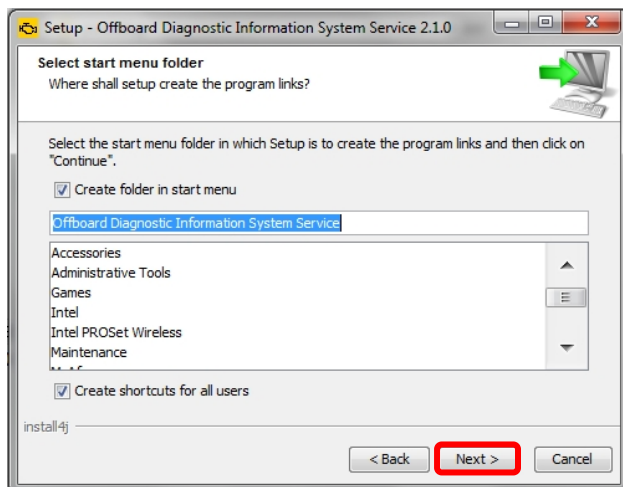
17. Ensure the license file directory path is copied to the installation window. Click **Next**:



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



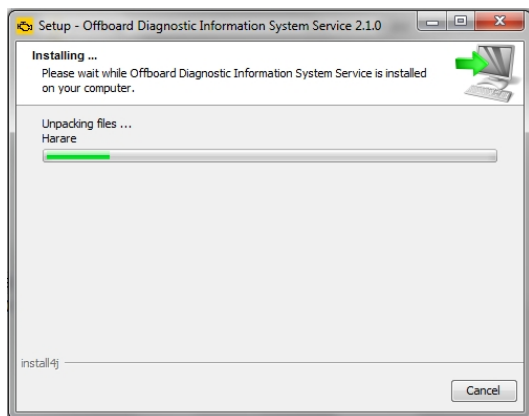
19. No action needed. Click **Next**:



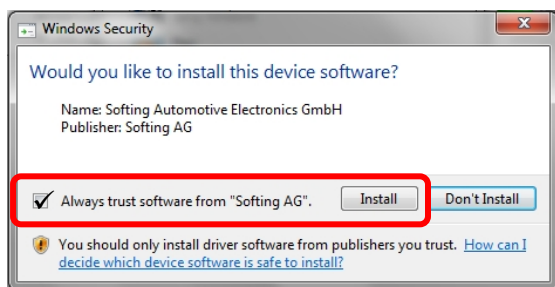
Continued ...11/



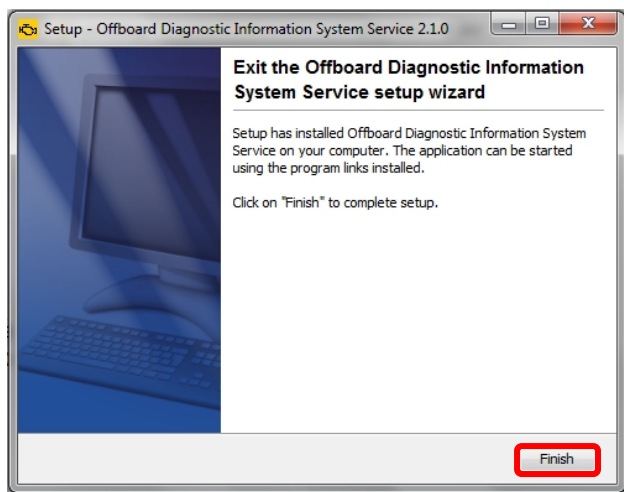
20. **Wait** while several different phases of the installation take place:



21. During **New Installations**, and **Reinstallations** after operating system recovery, the following prompt appears. Place a checkmark (✓) to **Always trust software from “Softing AG”** and click **Install**:



22. Click **Finish**:



23. Close the CD/DVD directory Window.

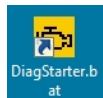
The installation DVD must remain in the DVD drive for additional installation steps.

Application Software & License Installation steps completed.
Proceed to [Section 3.2 – Page 12](#).

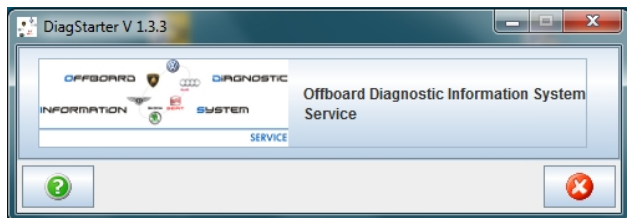
3.2 – Post-Setup - Diagnostic Data Installation

The first time ODIS Service is started after installation, the **Post-Setup Data installation** must be performed. This loads the brand-specific diagnostic data as per the installed license and selected language(s).

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



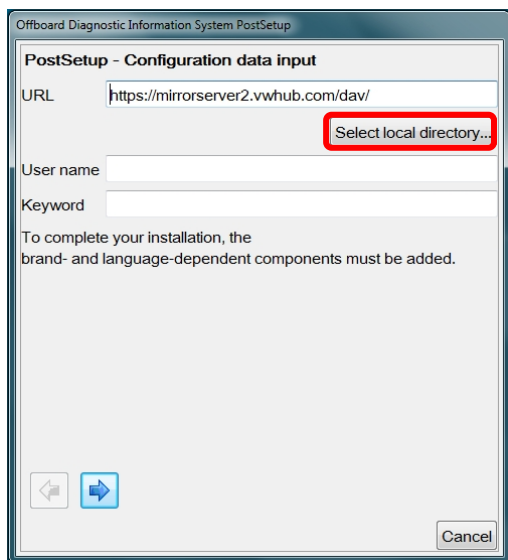
2. Select **Offboard Diagnostic Information System Service**:



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



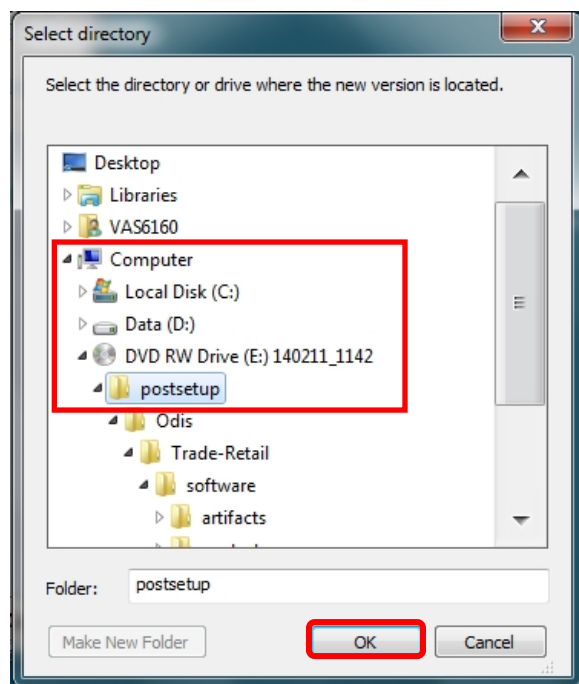
Click **Select local directory...**:



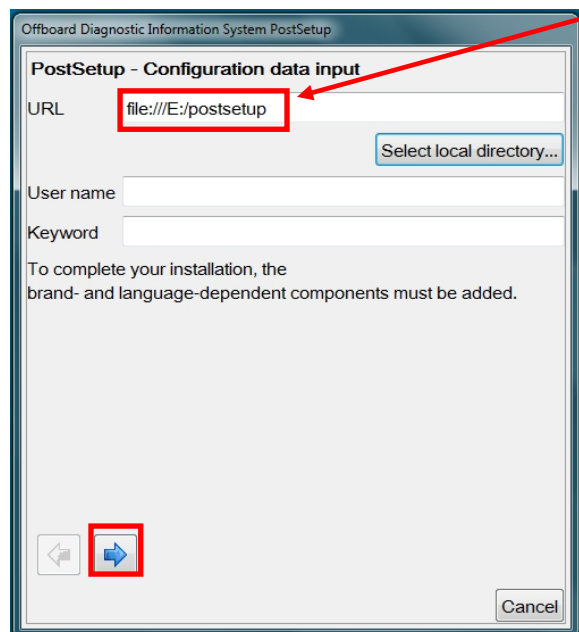
Continued ...13/



4. Expand [▲] the **Computer** and **DVD RW Drive (:)** directories and **select / highlight** the **postsetup** folder as illustrated. Then click **OK**:



5. Confirm the **postsetup** directory path appears in the URL window, and then click the blue **Forward Arrow** button:

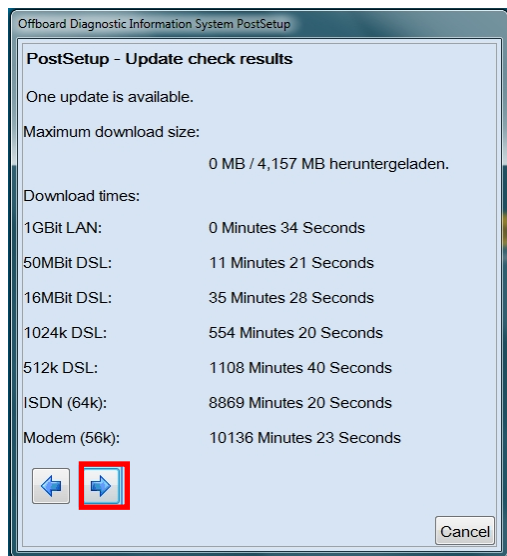


The DVD drive letter illustrated is an **example only!** Your drive letter may be different!

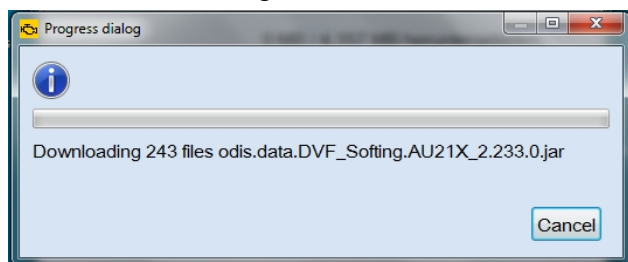
Continued ...14/



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** automatically shuts down and restarts.

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 to [Section 4.0 – Page 15](#).



4.0 – Post-Setup Configuration

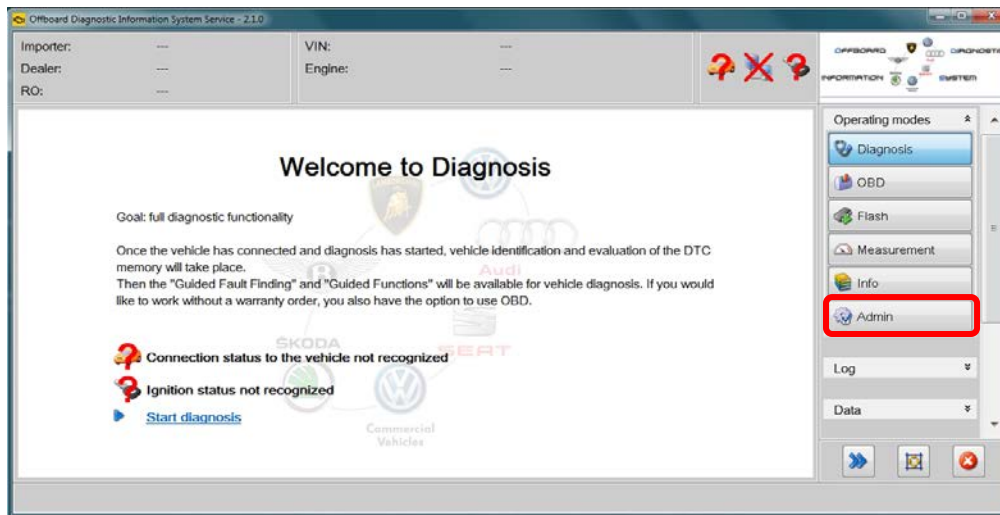
Prior to placing diagnostic devices with new installations or reinstallations into service, a number of configuration steps are required.

Configurations take place via the **Admin** operating mode. Settings can be 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**:

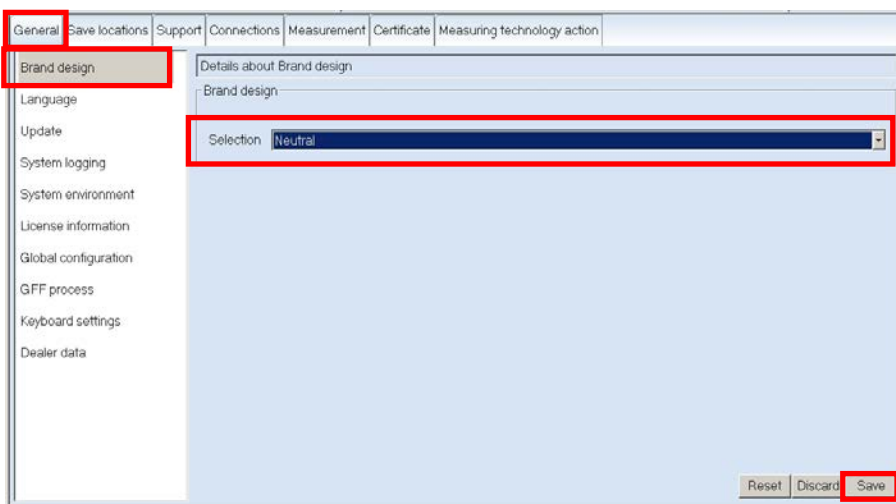


The available configuration function subcategories will be listed in the left-hand display menu.

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/

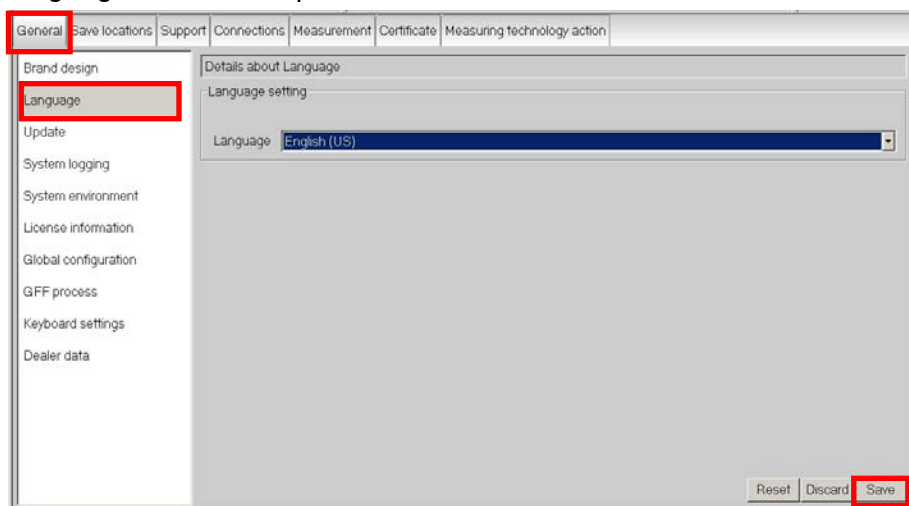


4.1.2 – Language

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.

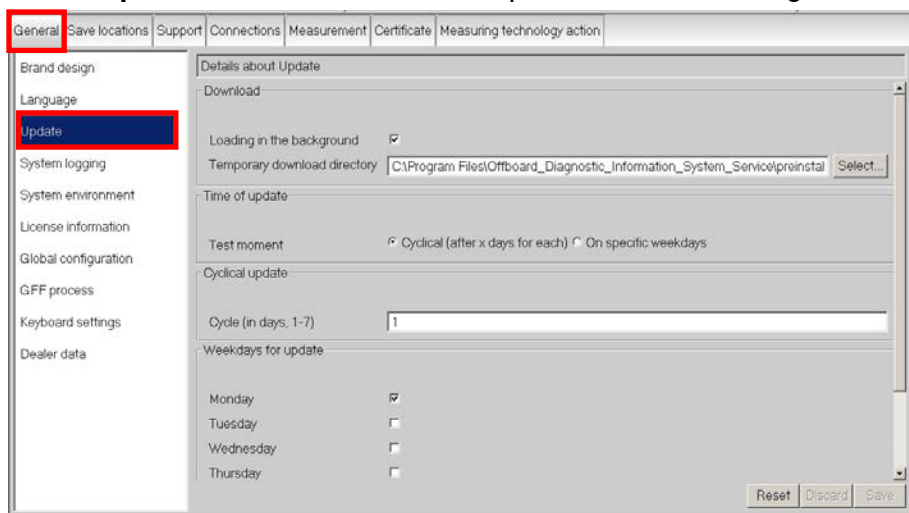
1. **Only if languages other than English (US) were added**, select **Language**. Then choose the desired language from the dropdown menu. Click **Save / Yes**:



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**

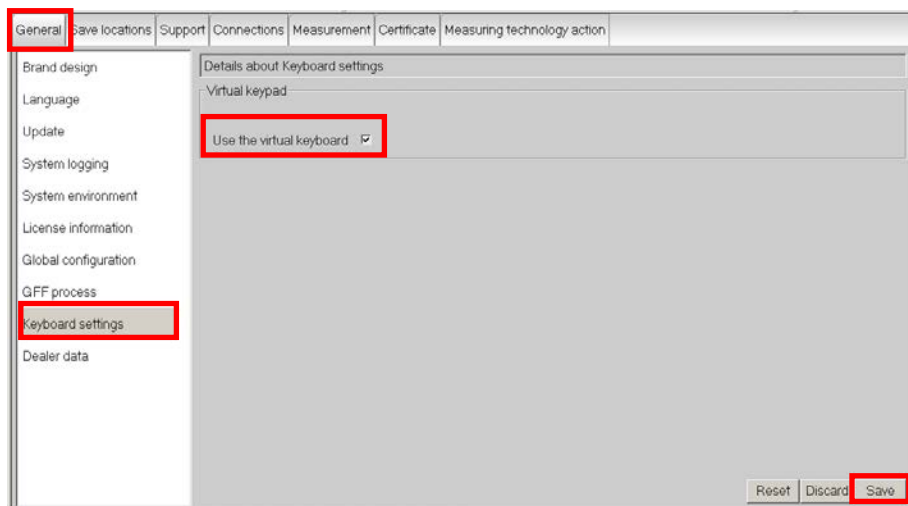
Note:

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

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

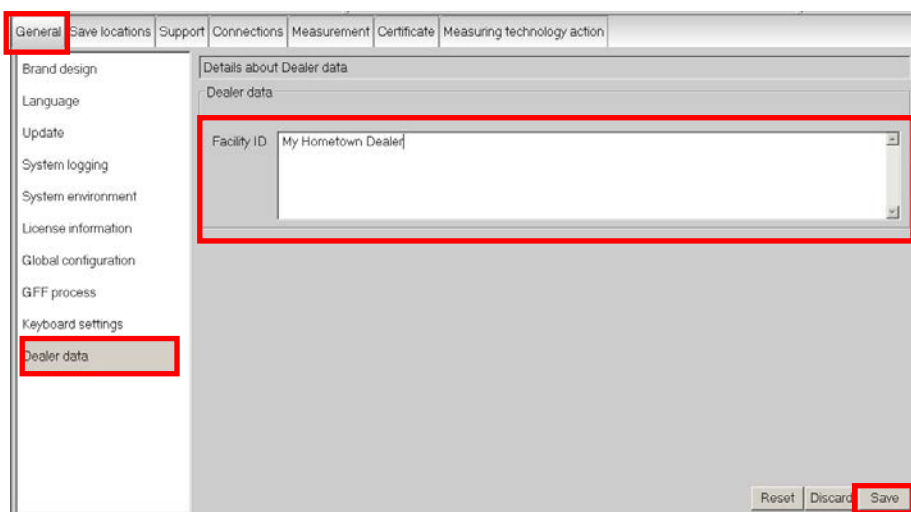
If desired, configure the name of the dealership to appear in diagnostic logs.

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**:



Continued ...18/



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 pinout.' 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, but with the contact details filled in. The 'Support' tab and 'Contact data' section are still highlighted with red boxes. The 'Contact data for feedback' section now shows the following values: 'First name' is 'Xxxxxxx', 'Last name' is 'XXXXXXXXXX', 'E-mail address(*)' is 'xxxxxx@xxxxx.com', and 'Telephone number(*)' is '1234567891'. The 'Save' button at the bottom right is also highlighted with a red box.

Continued ...19/



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**:

Note:

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

4.3 – Administration - Connections

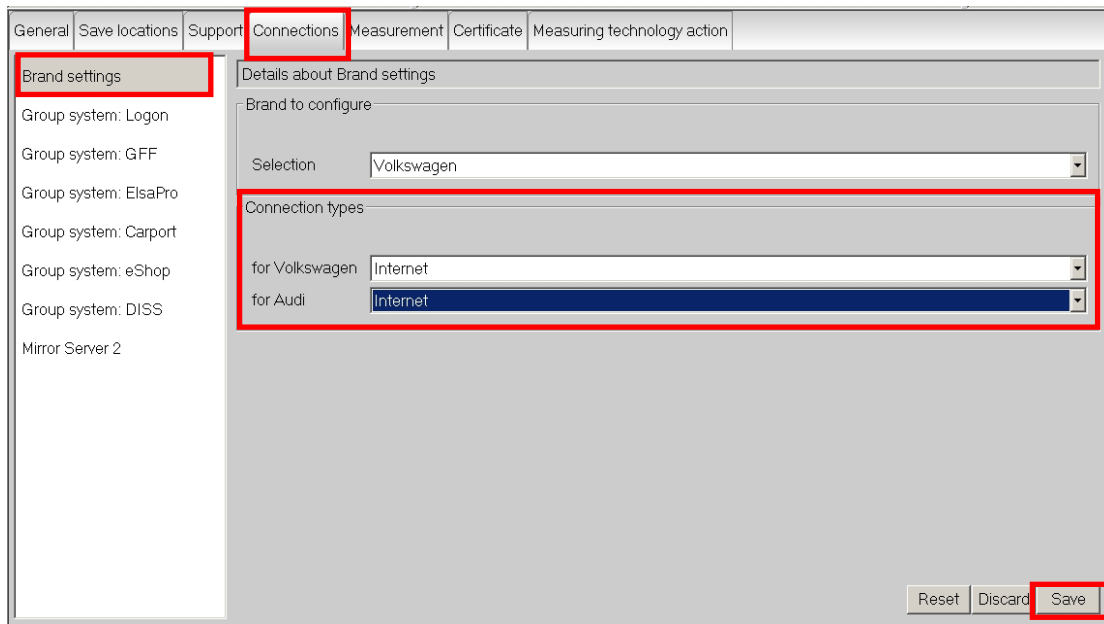
The following subsection describes software configuration using the **Admin > Connections** operating mode.

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

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

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: Internet

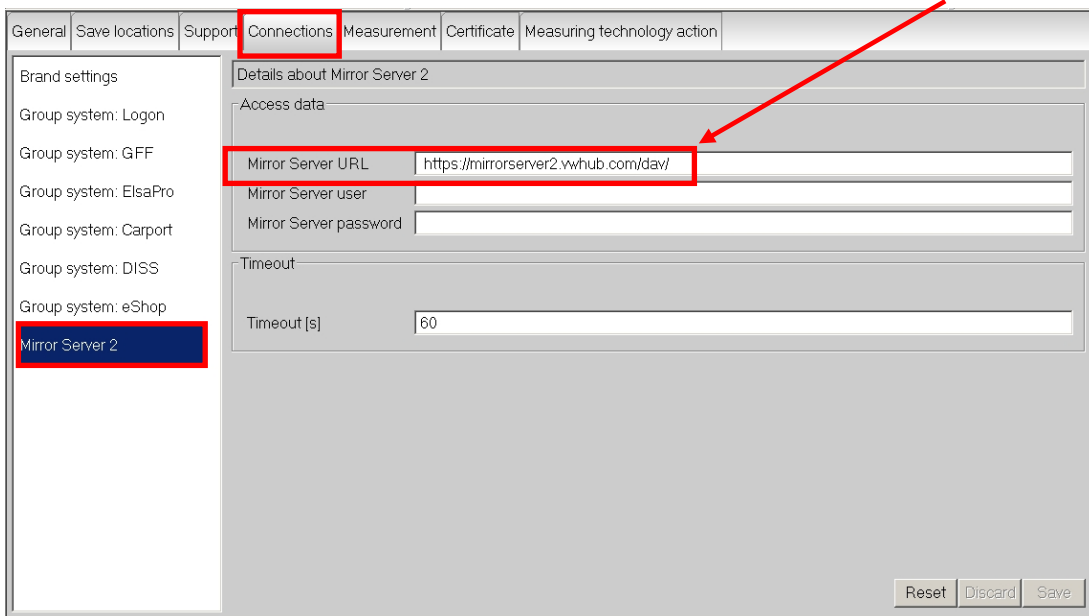
for Audi: Internet

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

Brand settings

Group system: Logon

Group system: GFF

Group system: ElsaPro

Group system: Carport

Group system: DISS

Group system: eShop

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**

Continued ...21/

For **New Installations**:

- ☐ **Continue** with additional instructions in **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.

☐	Post-Setup Configuration steps completed. Proceed to Section 5.0 below as applicable.
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5.0 – Post-Installation File Management & Backup

5.1 – General Information

If ODIS Service is uninstalled and subsequently reinstalled, the **license file** that was initially downloaded from eShop to the diagnostic device desktop **must be reinstalled**. In these cases, the license file is simply retrieved from **device folder** on the desktop of the diagnostic device (created during installation Phase 1) during the reinstallation process.

However, if recovery of the Windows operating system is necessary, both the **license and certificate** files are deleted from the desktop. In order to facilitate reinstallation of the license and certificate files after recovery, the **device folder created during installation Phase 1 must be backed-up on a USB flash drive**.

The backup USB flash drive is also used to download the security certificate from the eCRMS application during installation Phase 3.

Note:

*The following instructions are based on the **device folder** identification and record keeping method suggested in the **Phase 1 Instructions – Section 3.5**.*

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

5.2 – Backup Device Folder on USB Flash Drive

Prerequisite:

- ☐ Diagnostic device license file downloaded from eShop to the **device folder** with **“License”** subfolder as per the **Phase 1 instructions, Section 3.5**.

1. **Obtain** empty USB flash drive or existing USB flash drive with existing backups.
2. **Insert** USB flash drive into an available port on the diagnostic device.
3. From the Windows desktop, **locate** and select the **device folder** (named with the device ID).
4. **Copy** the **device folder to the USB flash drive**, making sure that the device folder name identifies the device as being different from all other saved device folders (where applicable).
5. Retain the backup USB flash drive for the **security certificate download process during installation Phase 3**.

☐	Post-Installation Backup steps completed. Proceed to Section 6.0 - Page 22 .
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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**.