

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-14-18

Subject: Preventing Update Failures – Administrative Settings &
Anti-Virus Software

Date: July 31, 2014

1.0 – Introduction

From ODIS Service application update V2.2.0 onwards, update installations may fail due to insufficient administrative rights and certain anti-virus programs. Ref. sections 1.1 & 1.2 for details.

1.1 – Windows Administrative Setting

From update V2.2.0, insufficient administrative rights may result in **ODS9007E**, **ODS4010E** and **framework 13** errors during installation and non-start of ODIS Service afterwards. In some cases, ODIS Service may start, but exhibits various malfunctions (information missing, no communication etc.).

The update failures described above require uninstallation and reinstallation of ODIS Service.

To ensure proper update installation and function, please reconfigure the ODIS Service startup routine on all VAS devices in service as specified in Section 2.0 below.

1.2 – Anti-Virus Software

Certain anti-virus software programs may inhibit update downloads and/or installations. As a result, we recommend deactivating the installed anti-virus program prior to initiating any online updates.

2.0 – Procedure

The following procedure sets ODIS Service to **always start “as an administrator”**. The **DiagStarter** selection function is also disabled.

ATTENTION!

Perform the following procedure **BEFORE** initiating the online update to application **V2.2.0 – feature number 6.0.5!**

Failure to run ODIS Service as an administrator for update installations may result in errors etc. that require uninstallation and reinstallation of ODIS Service!

Notes:

- *The following procedure must be performed by qualified personnel only!*
- *Please read these instructions in their entirety before performing these procedures. If you do not understand these instructions, ask your dealership Systems Administrator or IT Professional for assistance.*
- *Discard all printed copies of this document after use. Revised versions may be issued at any time. Always check ServiceNet for the latest version.*

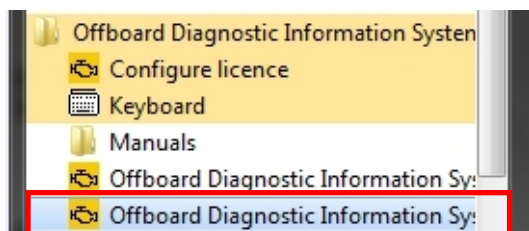
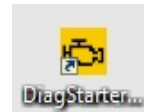
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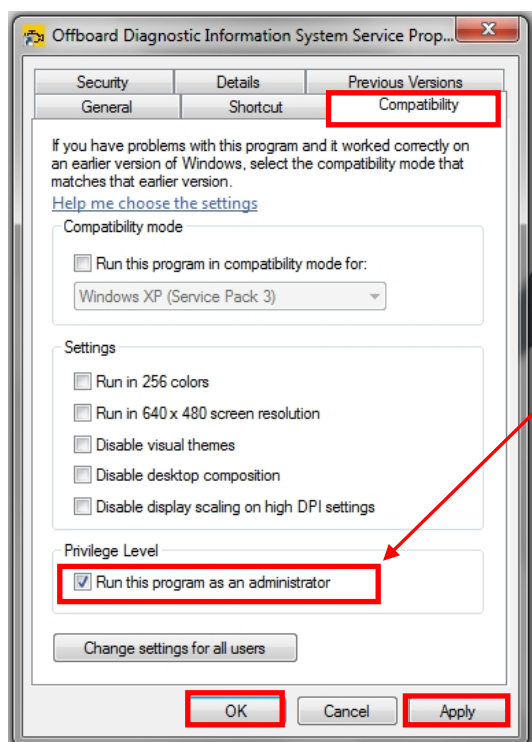
Prerequisites:

- ☐ VAS diagnostic device with **Windows 7**.
- ☐ Diagnostic device plugged in to A/C power adapter and booted to Windows desktop.

1. From the Windows desktop, **right click** the **DiagStarter.bat** shortcut icon:
2. Select **Delete** from the dropdown.
3. Select **Yes** to confirm shortcut deletion.
4. Go to **Windows Start > All Programs > Offboard Diagnostic Information System**
5. From the subdirectory, **right click** **Offboard Diagnostic Information System**:



6. Select **Properties** from the dropdown.
7. Select the **Compatibility** tab. Check the selection to “**Run this program as an administrator**” and then click **Apply / OK**:

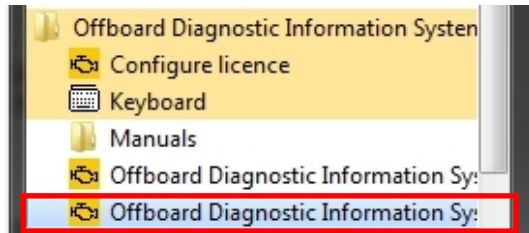


8. Go to **Windows Start > All Programs > Offboard Diagnostic Information System**

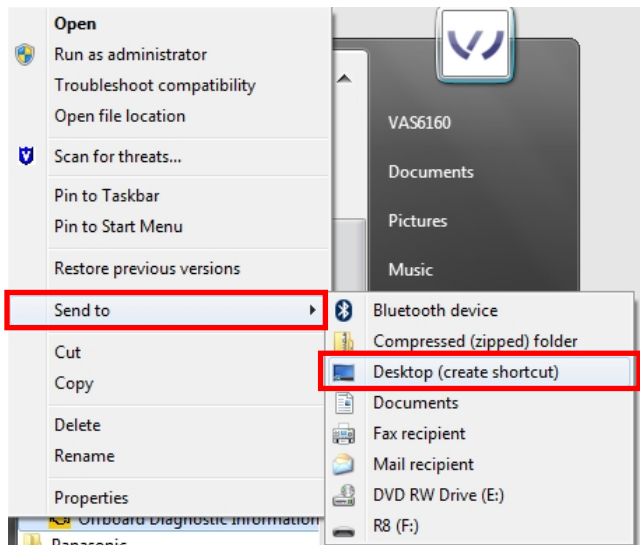
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9. From the subdirectory, right click **Offboard Diagnostic Information System**:



10. Select **Send to > Desktop (create shortcut)**:



11. Confirm the new ODIS Service shortcut icon is placed on desktop.

Notes:

- The startup reconfiguration above **launches ODIS Service immediately**.
- If ODIS Service is subsequently uninstalled and reinstalled the procedure above must be repeated.