Service Information

Das Auto.

Offboard Diagnostic Information System Service (ODIS Service) **Number: VOS-14-12**

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions **Date: March 20, 2014**

Supersedes VOS-14-06 due to due to revised license file download process.

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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.** Installations on Windows XP and Windows 7 operating systems are supported. 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 VWGoA-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 on the current operating system.**

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 navigation and prompt screenshots illustrated in this document are from **Windows 7**. Navigation etc. in Windows XP is similar; however, installers must be aware of the equivalencies where they may differ. Ask your dealership systems administrator or IT professional for assistance if necessary.

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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 with Windows 7** **or** ☐ **VAS 6160A tablet with Windows 7**
	Existing device updated from Windows XP to Windows 7 (VWGoA-supplied DVD only): ☐ **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 on the current operating system: ☐ **VAS 5051B console – Reinstallation on Windows XP ONLY!** ☐ **VAS 5052A tablet – Reinstallation on Windows XP ONLY!** ☐ **VAS 6150 laptop – Reinstallation on Windows XP ONLY!** **----------** ☐ **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.**

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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.*
- ☐ ***Devices with Windows 7: An automatic Windows update MUST NOT be in the process of being 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.

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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:

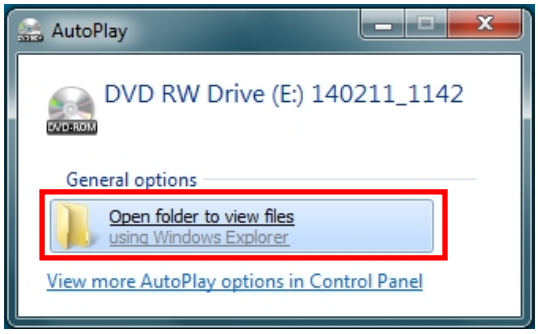
1. From the Windows desktop, go to: **Windows (Start) > Computer**
2. Note the letter assigned to the **DVD RW Drive (_ :)**
3. Close the **Computer** Window.

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

3.0 – Installation

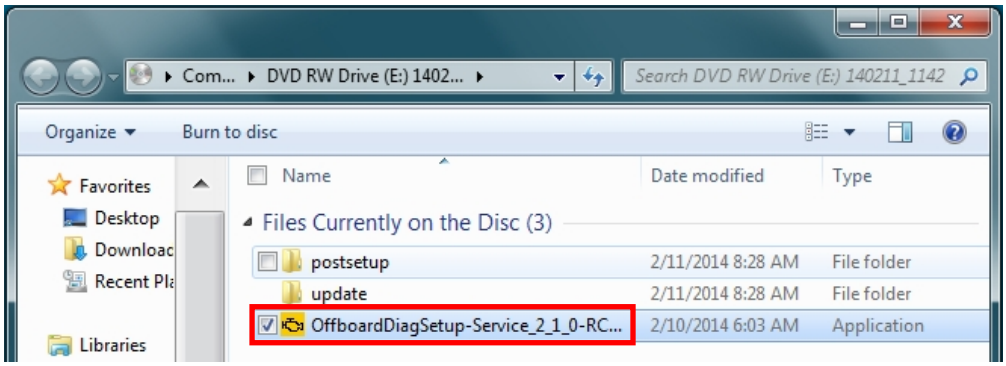
3.1 – Application Software & License Installation

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….:**



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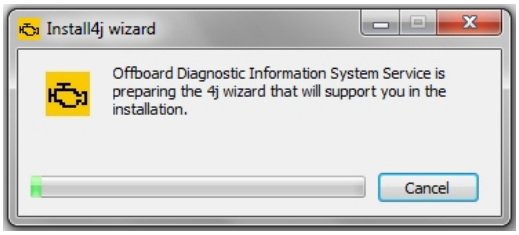
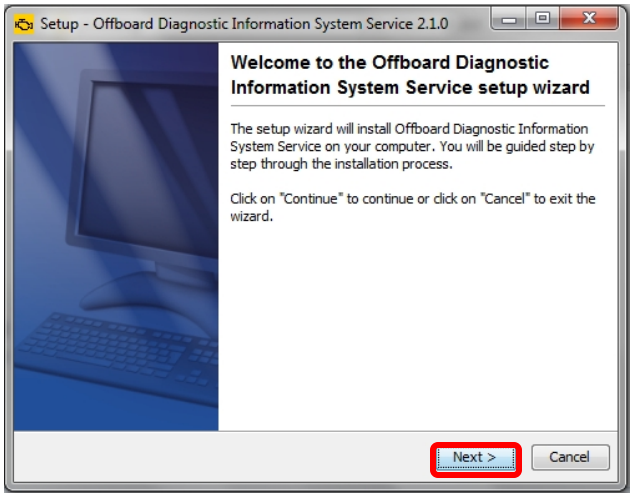
5. **Wait** while the **Install4j wizard** prepares the installation:

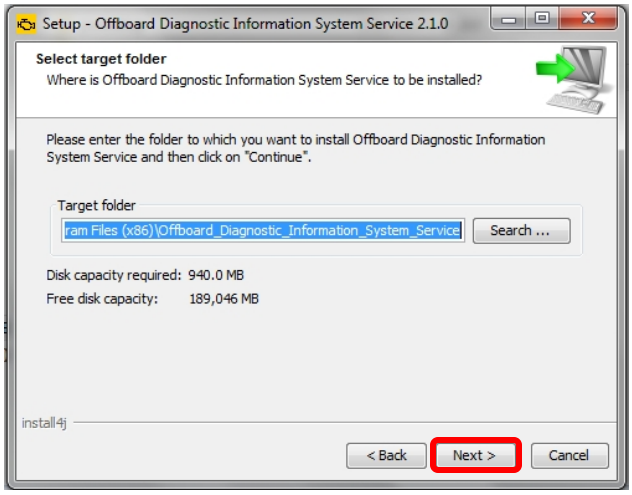


6. Confirm **English (US)** is highlighted. Click **OK**.

7. Click **Next:**



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



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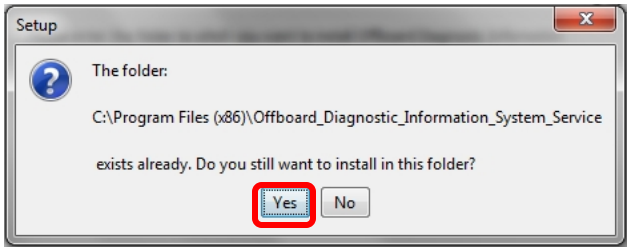
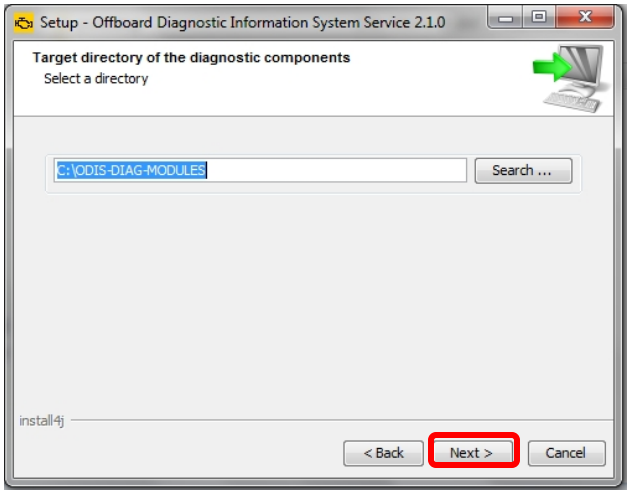
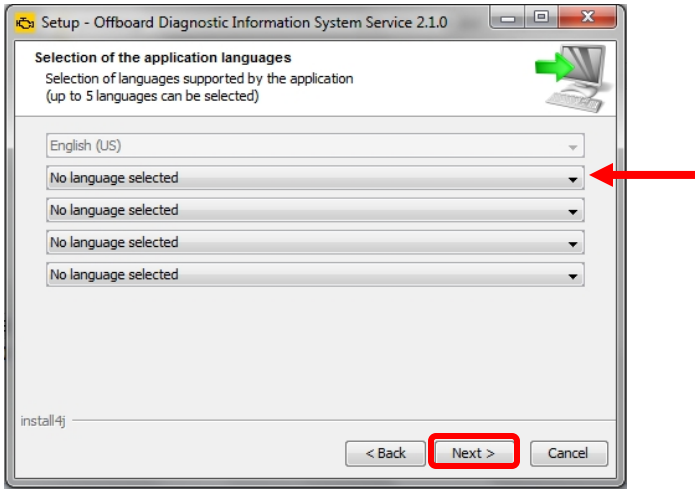
9. During **Reinstallations** a **Setup C:\Program Files…** (or similar) prompt appears. Click **Yes:**



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.

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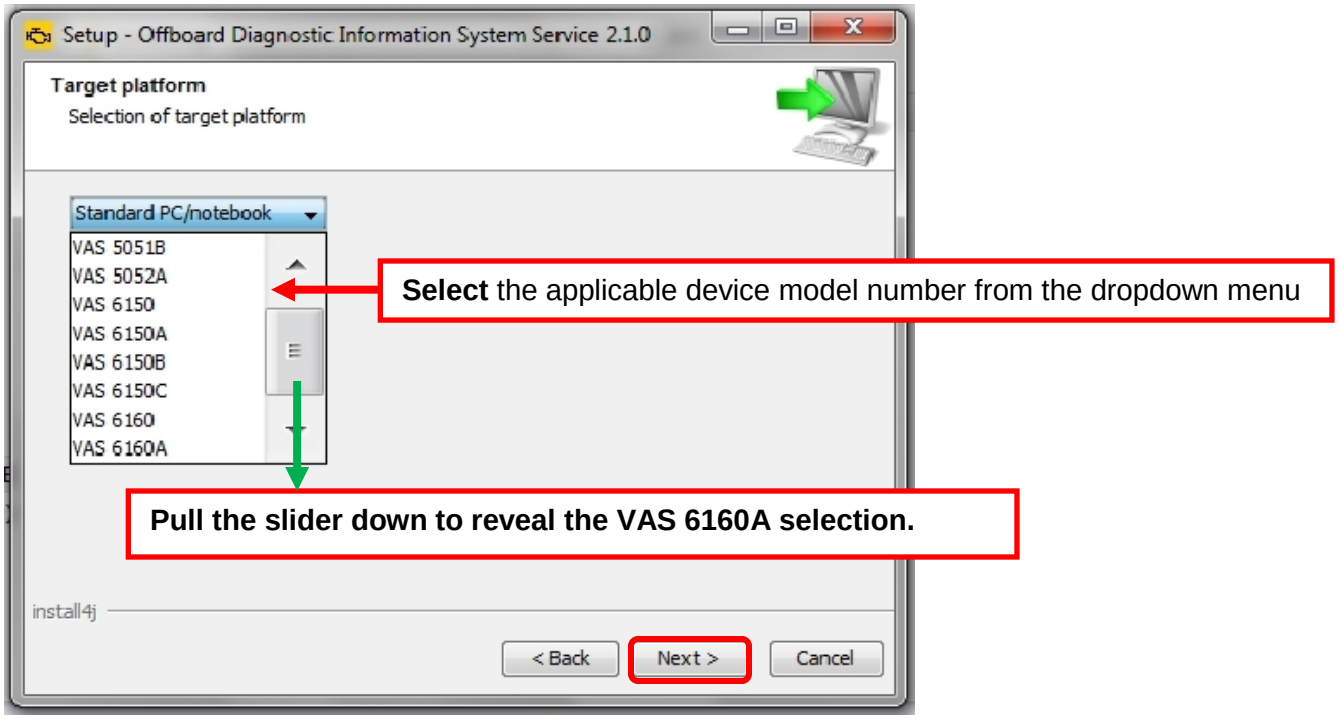
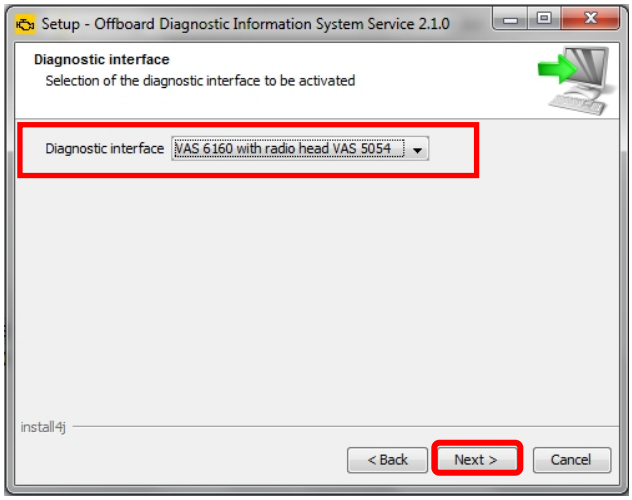
Note:
Steps **12** *and* **13** *configure the installed software to the diagnostic device* ***model number,*** *and* ***diagnostic interface*** *(connection) method.* ***If the model number & interface method is not selected correctly, an*** **"Invalid License File"** ***error may appear when starting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



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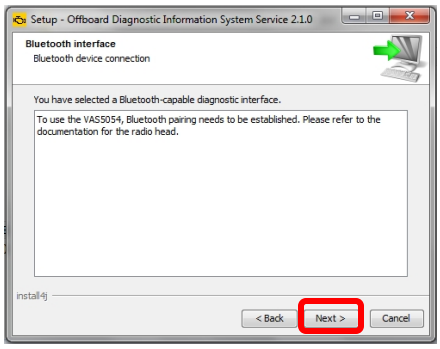
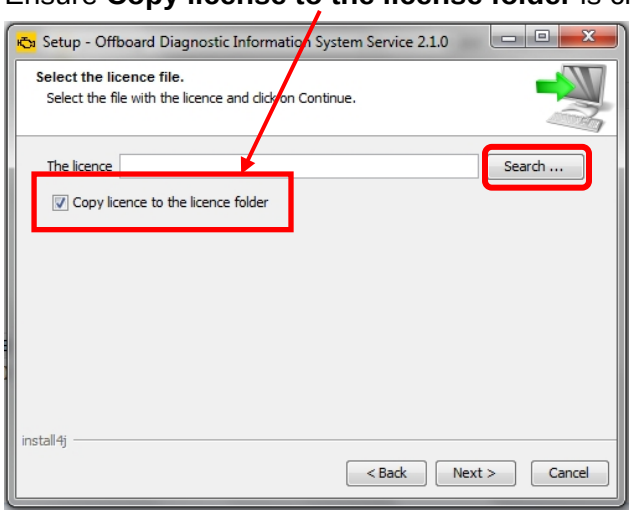
14. On **diagnostic laptops and tablets only,** a Bluetooth interface alert window appears. Click **Next:**

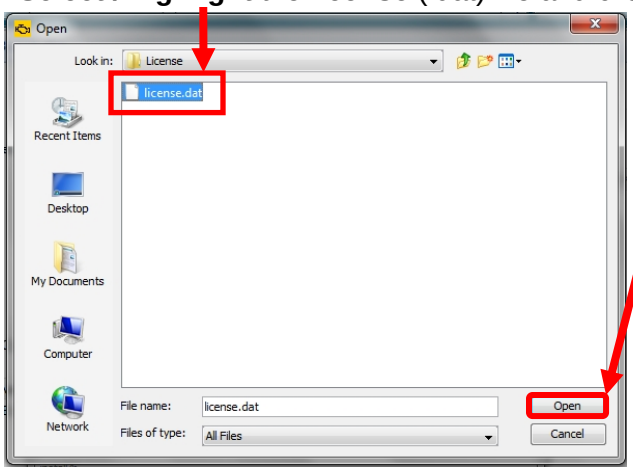


15. Ensure **Copy license to the license folder** is checked, and then click **Search…:**



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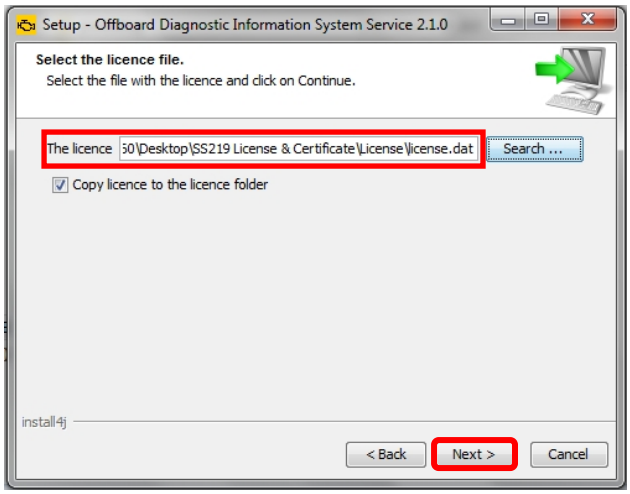
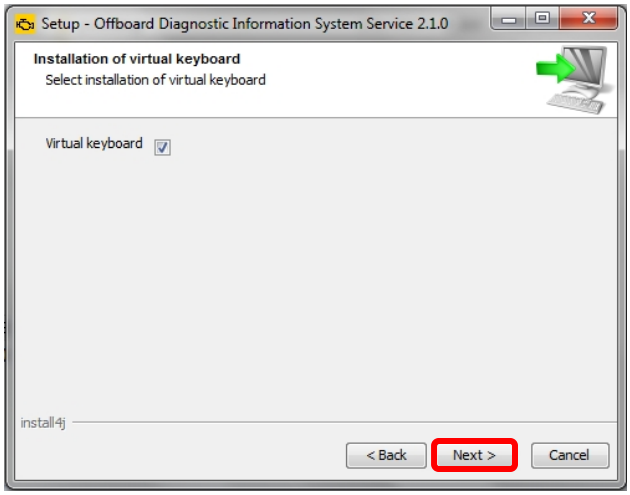
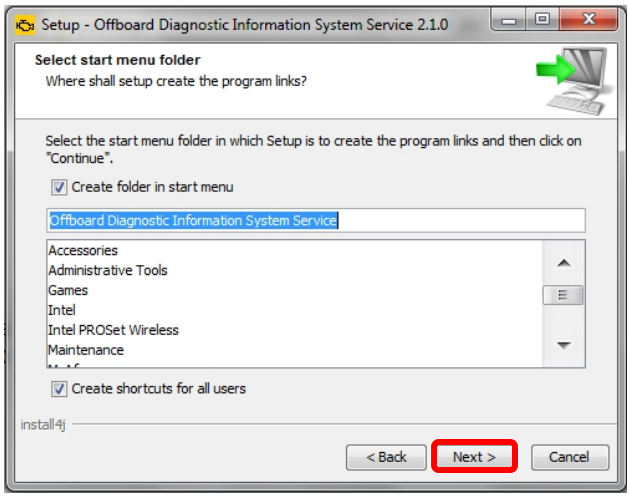
17. Ensure the license file directory path is copied to the installation window. Click **Next:**



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



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



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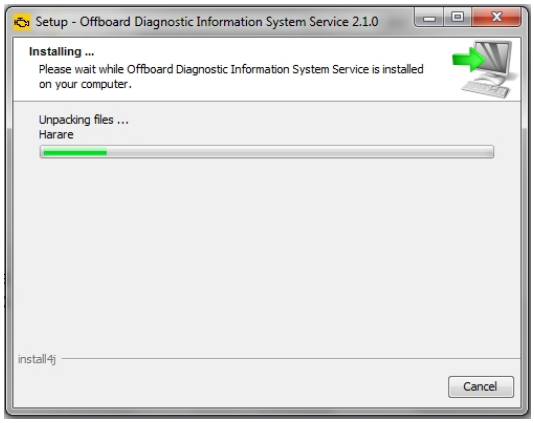
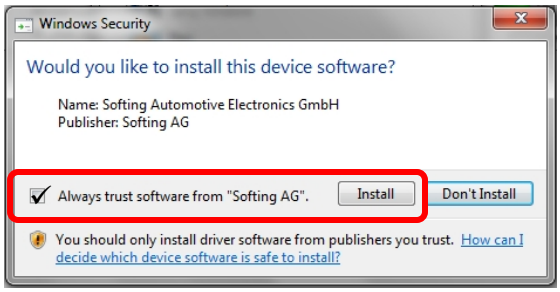
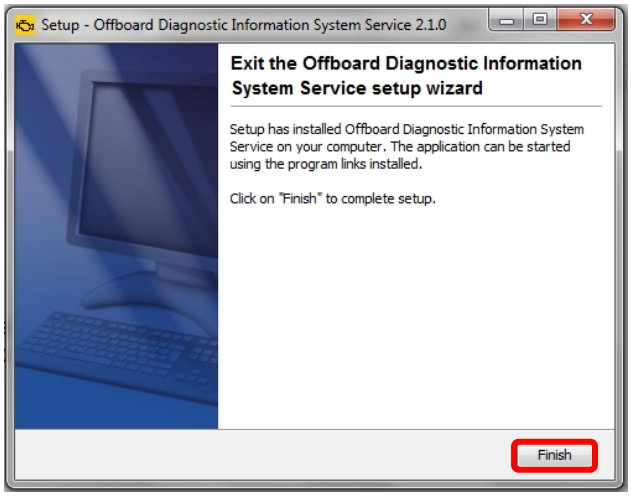
20. **Wait** while several different phases of the installation take place:



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.**

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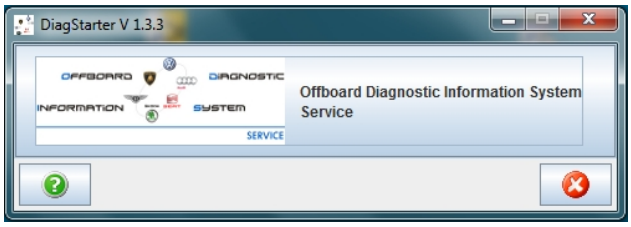
3.2 – Post-Setup - Diagnostic Data Installation

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).

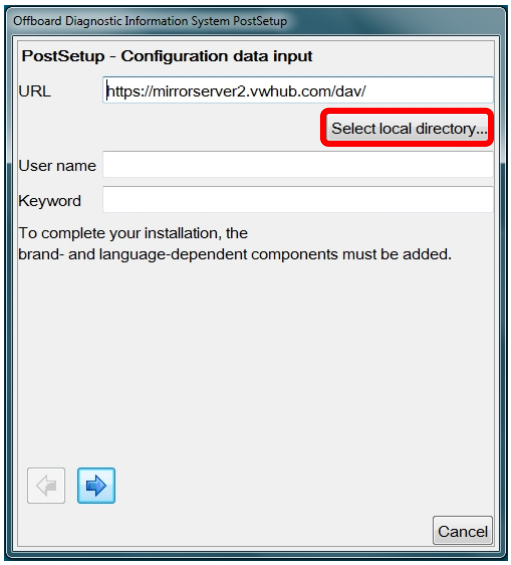
1. From the Windows desktop, locate and click the **DiagStarter.bat….** Icon:

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



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

Click **Select local directory…:**



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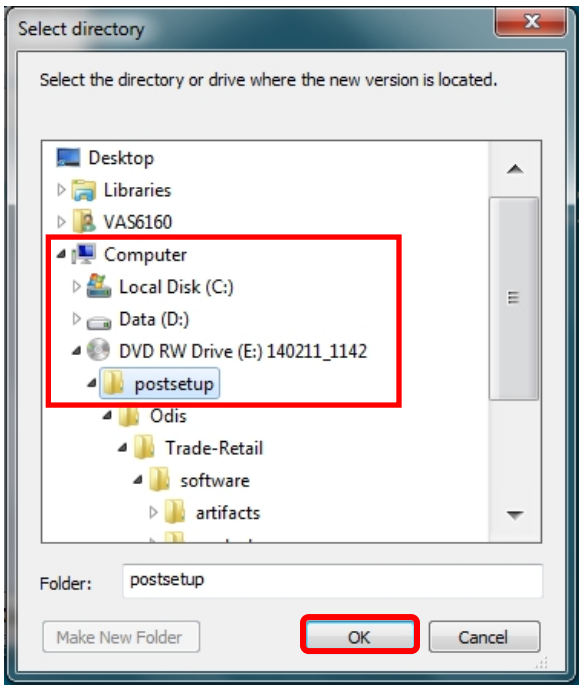
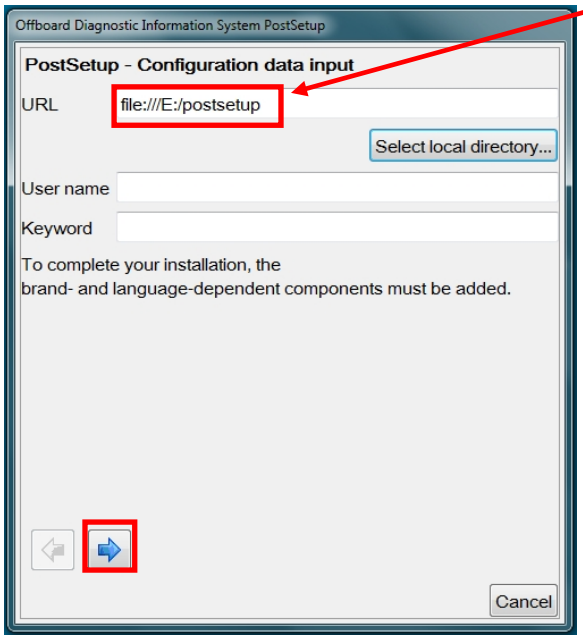
4. Expand **[◢]** the **Computer** and **DVD RW Drive** (:) directories and **select / highlight** the **postsetup** folder as illustrated. Then click **OK:**



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!

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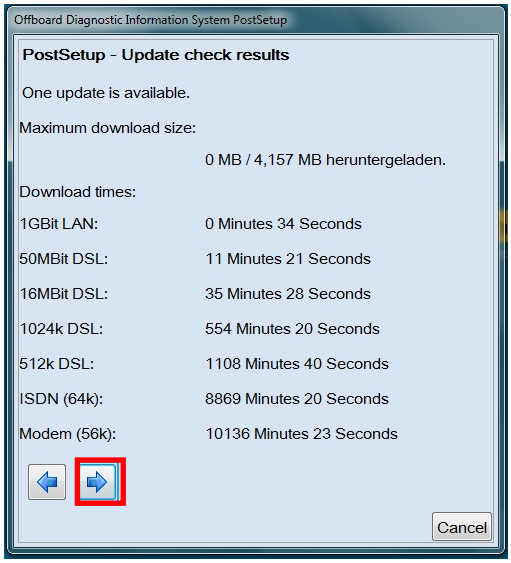
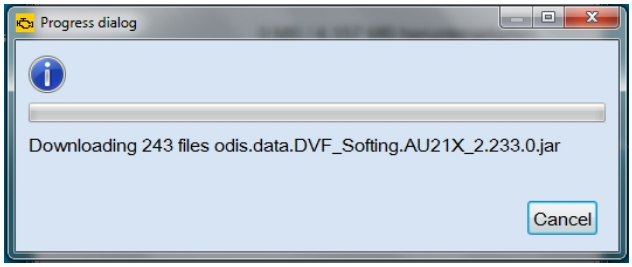
6. The postsetup diagnostic data **on disc** is read and summarized. Click the blue **Forward Arrow** button again:



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 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.**

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4.0 – Post-Setup Configuration

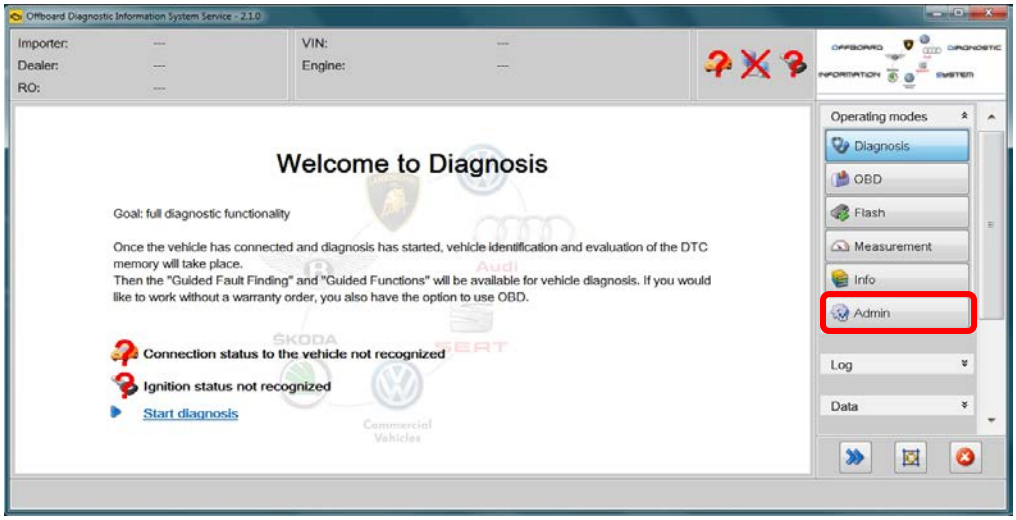
Prior to placing diagnostic devices with new installations or reinstallations into service, a number of configuration steps are required.

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:**

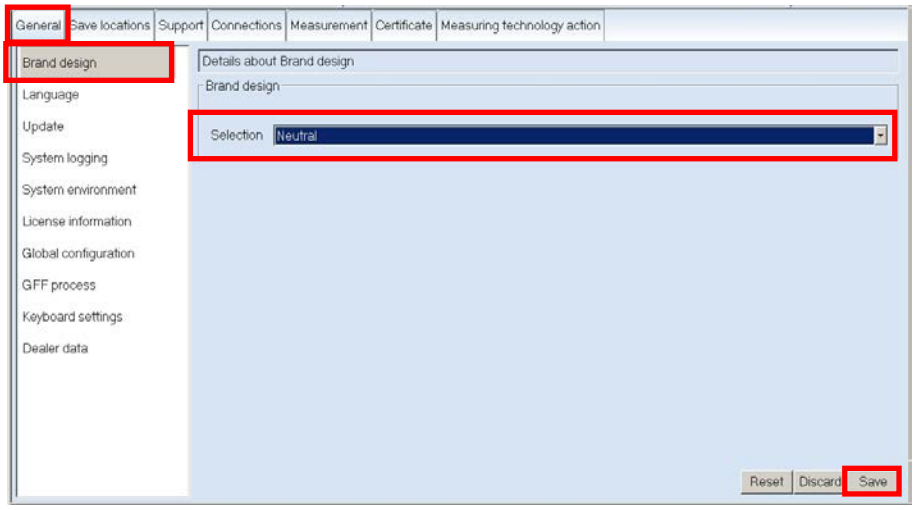


The available configuration function subcategories will be listed in the left-hand display menu.

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:**



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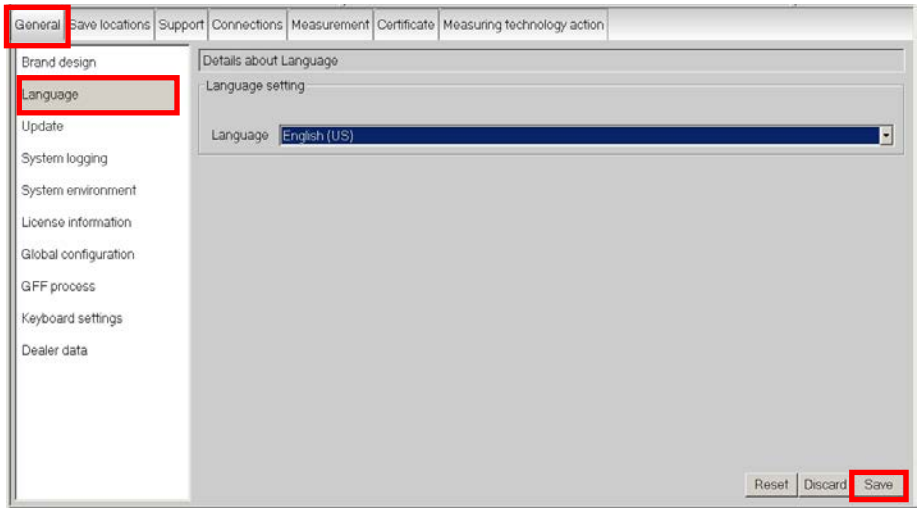
4.1.2 – Language

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.

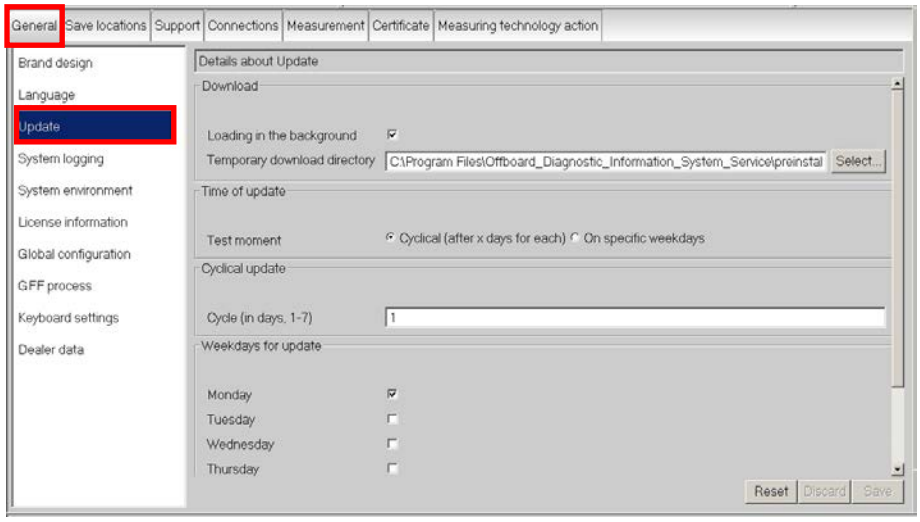
1. **Only if languages other than English (US) were added,** select **Language.** Then choose the desired language from the dropdown menu. Click **Save / Yes:**



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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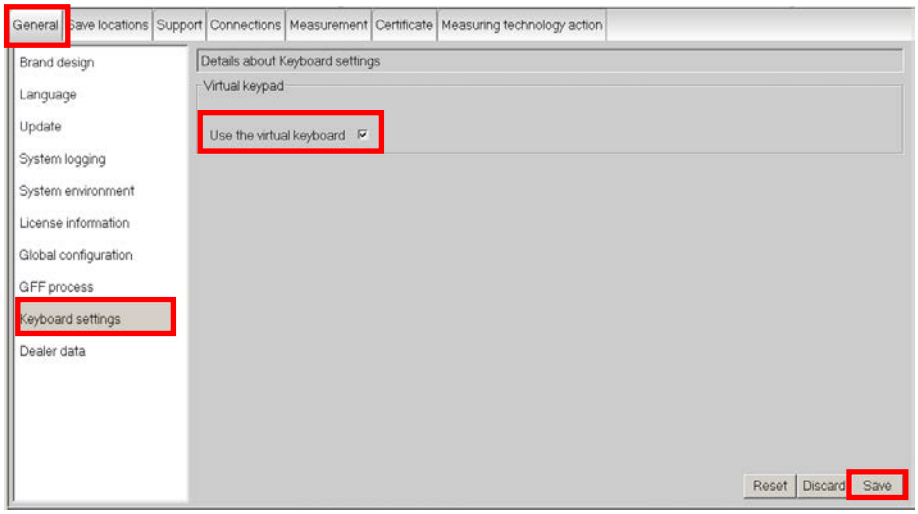
4.1.4 – Keyboard

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:**



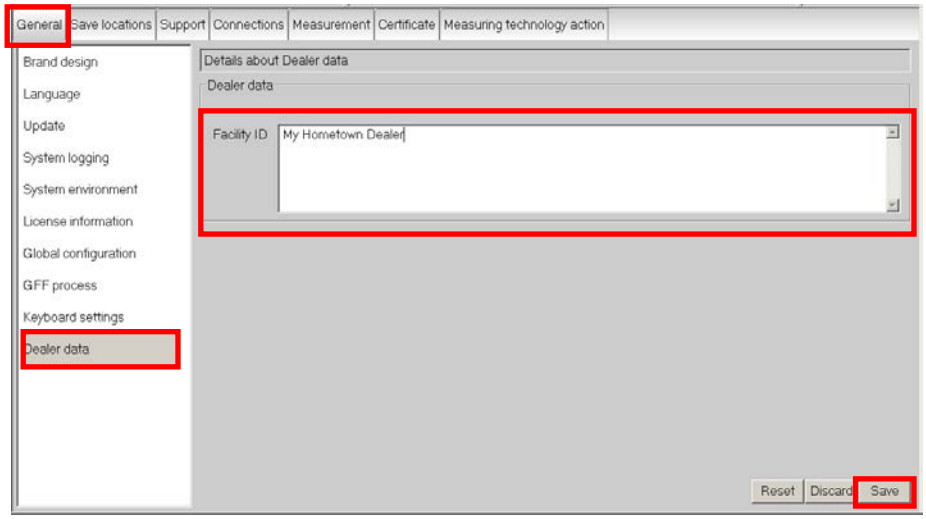
4.1.5 – Dealer Data

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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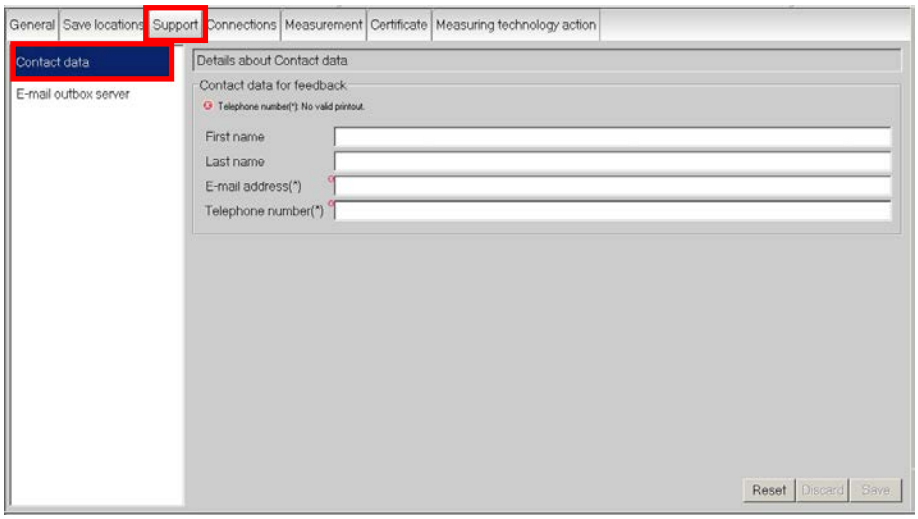
4.2 – Administration - Support

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

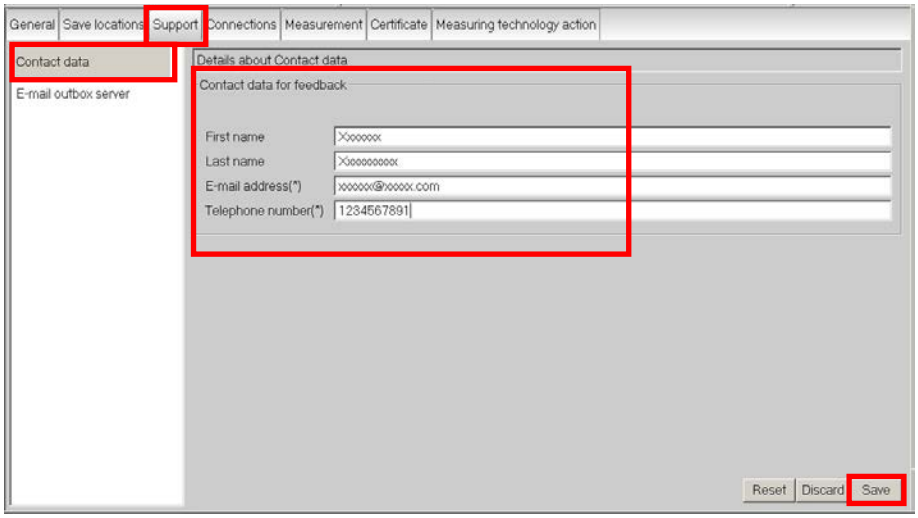
1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** section is displayed first by default:



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:**



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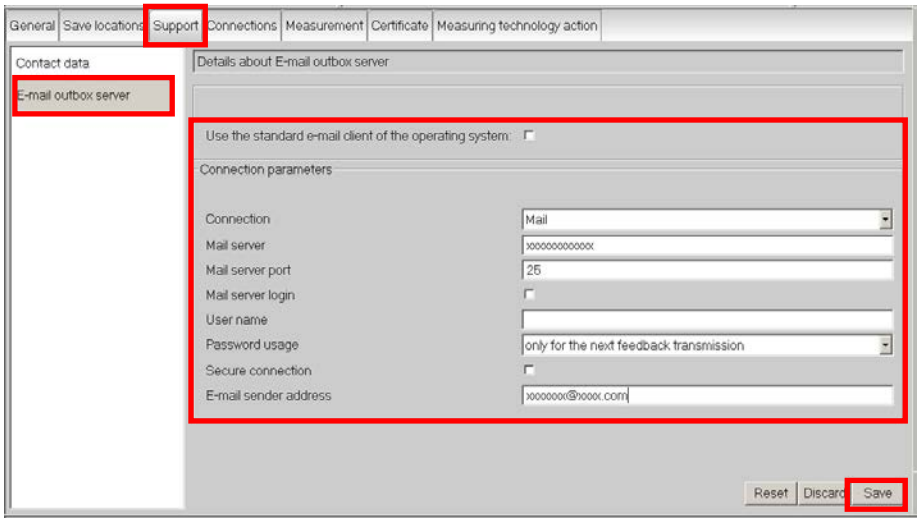
4.2.2 – Email Outbox Server

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:**

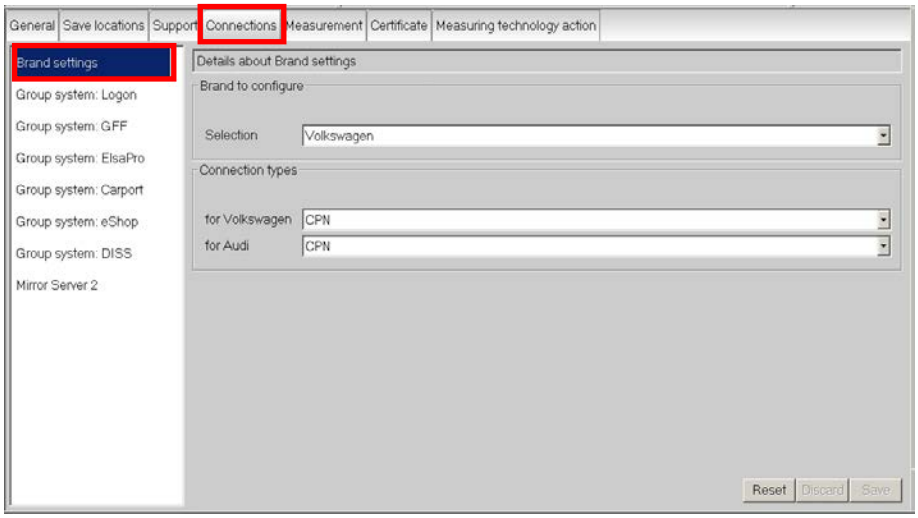


> ***Note:***
> *For additional information refer to* **Service Information – ODIS Service** *document title:* **ODIS Service Email Outbox Configuration Guide**

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:



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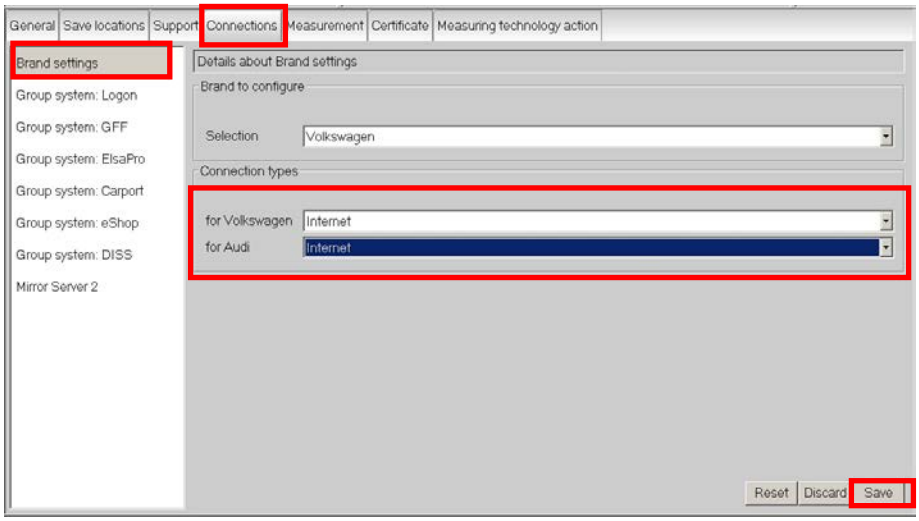
4.3.1 – Brand Settings Data

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

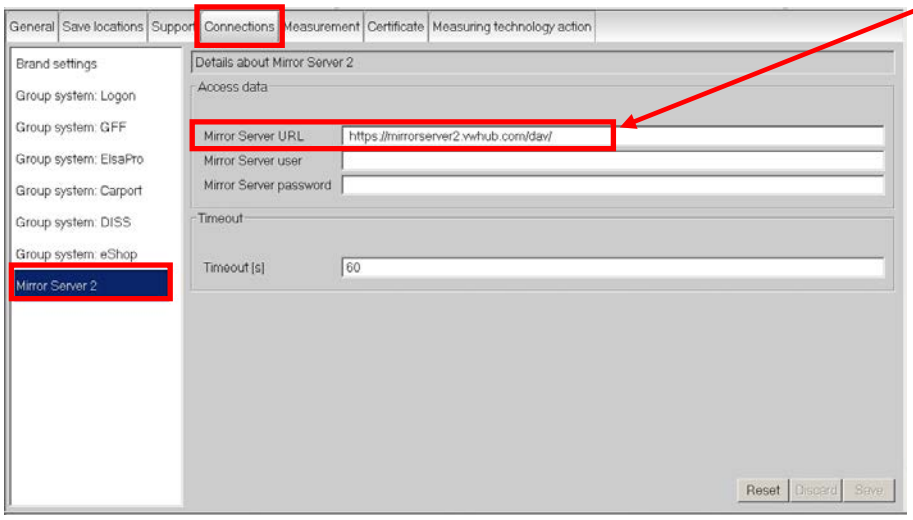
1. **Change** the **Connection type** in the dropdown menu(s) from **CPN** to **Internet**: Click **Save / Yes:**



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.vwhub.com/dav/**



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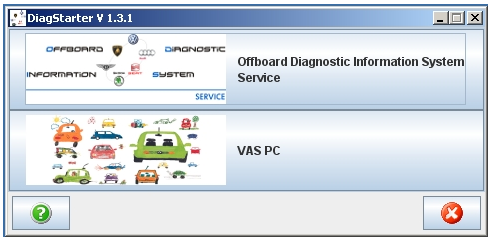
4.4 – Delete VAS-PC Desktop Icon (where applicable)

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. Proceed to Section 5.0 below.**

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.

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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 – below.**

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.**

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