



Das Auto.

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-14-11

Subject: ODIS Service Installation Phase 1 - Preparation &
License Request Instructions (eShop)

Date: March 20, 2014

Supersedes VOS-14-05 due to revised eShop license request & download processes.

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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.*



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1.0 – Introduction

1.1 – General Information

The initial installation of ODIS Service on **VAS diagnostic devices** is broken down into **3 separate installation instruction “Phases”**. Phases 1 through 3 must be performed on **one device at a time** to completion prior to using ODIS Service. All Phase instructions **are published separately** on ServiceNet.

The **device preparation** and ODIS Service software **license request** processes **are described in this document**. If an installed license is corrupted, or the original or backup copy of the license file is misplaced, use these instructions to request a replacement license.

Completion of these Phase 1 instructions is prerequisite to performing **ODIS Service Installation Phase 2 – Software Installation & Configuration**.

1.2 – License Request Process Overview

- After the recommended personnel and device preparation steps are completed, license requests are submitted online via the **eShop V2.0** application administered by VWAG.
- The online license request must be made using the diagnostic device on which ODIS Service will be installed. The license file is associated with the diagnostic devices' unique **hardware key**.
- The online request process takes approximately 10 minutes.
- Regardless if license requests are made for a single-brand dealer or a dual-brand dealer, **only one license file is needed per device**. The license file determines the brand-specific diagnostic data (single or dual) installed during the ODIS Service installation routine.
- After submission, each license request is reviewed by VWGoA and approved as applicable.
- When the license request is received and approved, **confirmation emails are sent to the email address entered during the request process**. (Please ensure that a valid email address is entered in the request. VWGoA and VWAG are not responsible for misdirected license request approval emails).
- License requests submitted **before 1:00 PM EST** are typically approved **within three hours**. License requests submitted **after 1:00 PM EST** may take **up to one business day** to be approved.
- **When approved, the license file is downloaded from eShop to the diagnostic device.**

2.0 – Process Recommendations

Individuals tasked with device preparation and license requests must be competent with Windows[®] operating system fundamentals, software installation and configuration, and have access to the **eShop** and **eCRMS applications** on **vwhub & ServiceNet**. Access to an email account is also required. We recommend that the same individual perform the entire installation process:

1. Prepare the device, request the license and manage the license file (Phase 1)
2. Install and configure the ODIS Service software (Phase 2)
3. Request and install the ODIS Service security certificate (Phase 3)
4. Set up the Infomedia functions where applicable.

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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3.0 – Device Preparation

Checkboxes are provided throughout this document to note fulfilled prerequisites and completed sections.

3.1 – Diagnostic Device Eligibility

The following VAS diagnostic devices are currently eligible for ODIS Service installation:

✓	Model Number	Type	Notes:
	VAS 5051B	Console	<ul style="list-style-type: none">• Windows® XP only!• Minimum 1GB standard or upgraded RAM
	VAS 5052A	Tablet	<ul style="list-style-type: none">• Windows XP only!
	VAS 6150	Laptop	
	VAS 6150A	Laptop	<ul style="list-style-type: none">• Windows XP or Windows 7
	VAS 6150B		
	VAS 6150C		
	VAS 6160	Tablet	
	VAS 6160A		

ATTENTION!

Installation on commercially available laptop and tablet devices is not supported. License requests for devices other than those specified above are rejected.

3.2 – Device Hardware & Network Prerequisites

- ☐ **ONE** eligible device chosen as specified above.
- ☐ Devices with Windows 7 must use Microsoft® Internet Explorer (IE) version 9*
- ☐ Device must have a functional CD/DVD drive and USB functions.
- ☐ Network connection via Ethernet cable or WLAN enabled.
- ☐ Antivirus software temporarily disabled (where applicable).
- ☐ Device connected to A/C power adapter and booted to Windows desktop.
- ☐ VAS Diagnostic Tablets: Connect USB mouse and keyboard for easier input.

*ATTENTION!

License requests from Windows 7 devices using IE10 or IE11 are not possible. For details refer to *Service Information – ODIS Service* document title: *Microsoft® Internet Explorer Version Requirement - Configure Windows® 7 Updates*

3.3 – Supplementary Materials

Error-free license requests and software installations rely on **identifying** all individual devices in service. To enable this, we recommend obtaining the following:

- ☐ Self-adhesive labels.
- ☐ Optional: Permanent marker.

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3.4 – Assign Device ID

☐ **Existing diagnostic device:** To request a replacement license, the previously-assigned device ID will suffice. Skip to **Section 3.5** below.

☐ **New diagnostic device:** Assign a **device ID** using the method suggested below:

1. Apply a **self-adhesive label** to the new device in a clean, conspicuous area.
2. Mark the new devices' **model designation** along with a **numeric descriptor** on the label as per the following suggestion:
 - **6150C_1, 6160A_1** (The underscore 1 indicates **only one of each device is in service**).
 - **6150C_1, 6150C_2, 6150C_3** etc. (The underscore numbers indicate **more than one of the same device are in service**).

If self-adhesive labels are not available, neatly mark the **device ID** on the device with permanent marker.

3.5 – Prepare License & Certificate File Management Folder

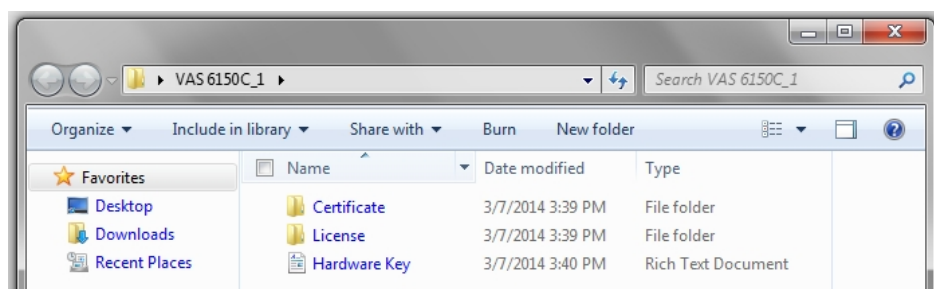
The diagnostic devices' alpha-numeric **hardware key** is determined and recorded during the eShop license request process.

When available, the **license** and **certificate** files are downloaded and stored in a prepared folder on the diagnostic device's Windows desktop prior to their installation during Phase 2 and Phase 3.

Following is a **suggested method** to prepare the folder etc. for the license and certificate files, and record the device hardware key for retrieval later.

1. **Create** an empty folder **on the Windows desktop**: **right-click > New > Folder**
2. **Name** the folder with the **device ID** either previously-assigned or newly-assigned in Section 3.4. This folder is referenced throughout the remaining instructions as the "**device folder**".
3. **Open** the device folder and **create two subfolders**: Name one folder "**License**" and the other folder "**Certificate**".
4. **Create a Text** document in the device folder: **right-click > New > Text document**. **Save** the document as: "**Hardware Key**".

Device folder example:



Device Preparation steps completed. Proceed to [Section 4.0 – Page 5](#).

IMPORTANT!

Existing diagnostic devices updated from Windows XP to Windows 7 require new license and certificate files. To prevent confusion, locate and delete the original license file from the Windows XP installation, e.g.: saved on a USB drive etc., as they can no longer be used.



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4.0 – License Request (eShop)

Prerequisites:

- ☐ All Section 3.0 - Preparation steps completed!
- ☐ **Reminder: The diagnostic device on which ODIS Service will be installed must be used to make the license request.**

1. Launch Internet Explorer (IE9 required) and logon to **ServiceNet**.
2. Go to: **Workshop Equipment > Offboard Diagnostic Information System Service (ODIS Service)**.
3. **Optional:** Logon to **vwhub** and go to **My Page or Service > Related Sites**.
4. Click on the link to **ODIS eShop**.

Note:

First time users of eShop are prompted to register first before proceeding. Click the **Registration** icon and fill in the required information. When done, click the **Register** button, confirm the entered information, and then click **Back to home page**.

5. Check the **eShop version** displayed below the **Navigation** menu: **Must be 2.000** or higher:
6. Click the **Products Overview Icon**:

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6. Select **Offboard Diagnostic System Service** via the **Action** arrow icon: If two selections appear as illustrated below, select **either** one:

Products				
Product overview				
Order no.	Product	Price	Info	Action
00001-USA-en	Offboard Diagnostic Information System Service Das neue Offboard Diagnostic Information System is...	\$ 0.00		
00001-USA-en	Offboard Diagnostic Information System Service Das neue Offboard Diagnostic Information System is...	\$ 0.00		
00003-USA-en	Offboard Diagnostic Information System Session Viewer Der Offboard Diagnostic Information System Session...	\$ 0.00		

[Back to home page](#)

7. Click the **shopping cart icon** for a **brand product**. Wait a moment, and then proceed as applicable:
- ☐ **Single-brand** dealer: Click **To the basket**:
 - ☐ **Dual-brand** dealer: Click the **additional brand shopping cart icon**, wait a moment, and then click **To the basket**:

Trademark rights				
Trademark rights overview				
Order no.	Trademark right	Price	Info	Action
00001AU-USA-en	Audi Brand Audi Brand Diagnostics	\$ 0.00		
00003VW-USA-en	Markenrechte Marke VW für ODIS Session Viewer Hiermit erwerben Sie die Rechte die VW-Markendaten...	\$ 0.00		
00001VW-USA-en	VW Brand VW Brand Diagnostics	\$ 0.00		

[To the product](#) [To the basket](#)

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Note:

Dual-brand dealers must **ALWAYS** select both brand products during the request process!

8. Click **To the order:** **DO NOT** change the **Quantity** dropdown value (**1**):

Basket

Products selected for the order

Order no.	Product	Number	Unit price	Action
00001-USA-en	Offboard Diagnostic Information System Service	1	\$ 0,00	
00001AU-USA-en	Audi Brand	1	\$ 0,00	✗
00001VW-USA-en	VW Brand	1	\$ 0,00	✗

Total price \$ 0.00

9. Click the **hardware key icon** () for a brand product as illustrated:

Order (hardware key)

To order a tester product, the diagnostic data must either be present in the current order with a valid hardware key, or already ordered before the diagnostic data so that a valid hardware key is in the database.

All hardware keys must be valid and be in the following format:
'1234567890abcdef1234567890abcdef.Manufacturer:Model:1234567890abcdef1234567890abcdef:0'.

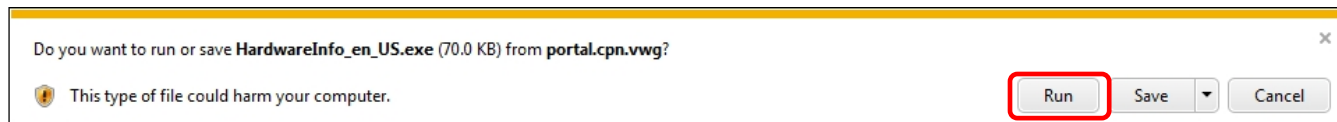
Products

Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001AU-USA-en	Audi Brand	2.1	Please enter a hardware key.  Please enter computer description.
00001VW-USA-en	VW Brand	3.1	Please enter a hardware key.  Please enter computer description.

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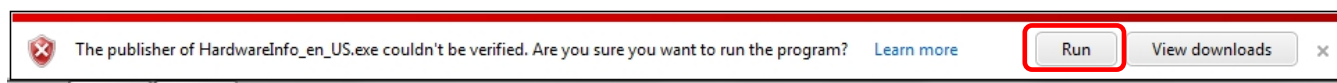
10. Click **Run** as applicable:



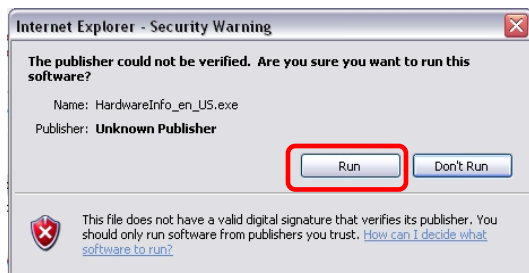
Or...



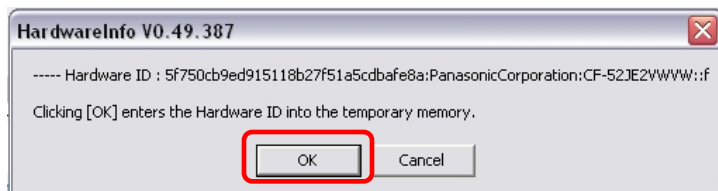
11. Click **Run** as applicable:



Or...



12. Click **OK**. The alpha-numeric **hardware key** is saved in Windows “clipboard” memory:



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13. **Right-click** a **Hardware key** entry field for a Brand product and **Paste** the hardware key (saved in clipboard memory) into the field:

Order (hardware key)

To order a tester product, the diagnostic data must either be present in the current order with a valid hardware key, or already ordered before the diagnostic data so that a valid hardware key is in the database.

All hardware keys must be valid and be in the following format:
'1234567890abcdef1234567890abcdef.Manufacturer:Model:1234567890abcdef1234567890abcdef:0'.

Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001AU-USA-en	Audi Brand	2.1 ffeeb4f9a639803e40abb12b6dd16cd4:Panas Please enter computer description.	
00001VW-USA-en	VW Brand	3.1 Please enter a hardware key. Please enter computer description.	

14. **Right-click** the **computer designation/description** field for the same Brand product and **Paste** the hardware key into the field:

Order (hardware key)

To order a tester product, the diagnostic data must either be present in the current order with a valid hardware key, or already ordered before the diagnostic data so that a valid hardware key is in the database.

All hardware keys must be valid and be in the following format:
'1234567890abcdef1234567890abcdef.Manufacturer:Model:1234567890abcdef1234567890abcdef:0'.

Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001AU-USA-en	Audi Brand	2.1 ffeeb4f9a639803e40abb12b6dd16cd4:Panas ffeeb4f9a639803e40abb12b6dd16cd4:Panas	
00001VW-USA-en	VW Brand	3.1 Please enter a hardware key. Please enter computer description.	

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15. **Dual-brand** requests: Repeat steps 13 and 14 to populate (Paste) the hardware key in the remaining Brand Hardware key **AND** computer designation entry fields as illustrated:

Order (hardware key)

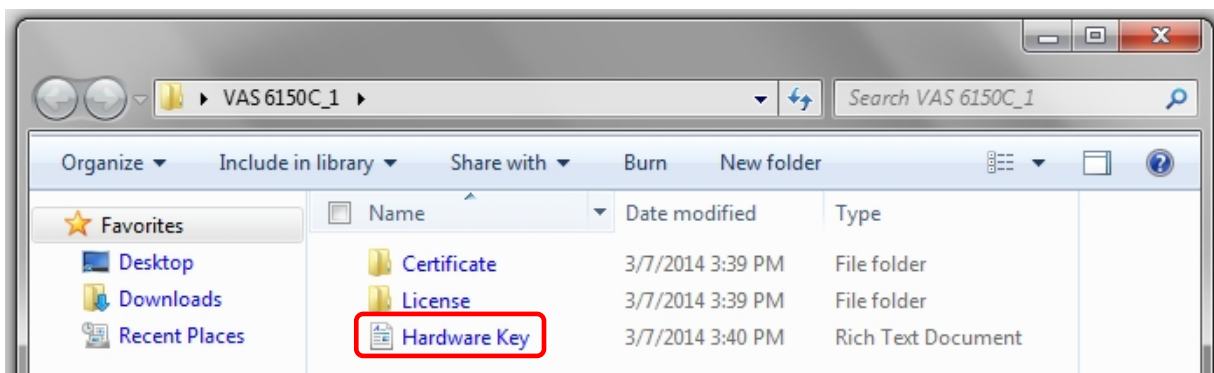
To order a tester product, the diagnostic data must either be present in the current order with a valid hardware key, or already ordered before the diagnostic data so that a valid hardware key is in the database.

All hardware keys must be valid and be in the following format:
'1234567890abcdef1234567890abcdef:Manufacturer:Model:1234567890abcdef1234567890abcdef:0'.

Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001AU-USA-en	Audi Brand	2.1 ffeeb4f9a639803e40abb12b6dd16cd4:Panas	
00001VW-USA-en	VW Brand	3. ffeeb4f9a639803e40abb12b6dd16cd4:Panas	

Back To the order

16. **Minimize** the **Internet Explorer** window with the current **eShop** session.
17. **Restore** the **device folder** view and **Open** the **Hardware Key** text document created earlier:



18. **Paste** the **hardware key** (still saved in clipboard memory) as text into the **Hardware Key** document.
19. **Save** and **Minimize** the document.
20. **Minimize** the device folder view.
21. **Restore** the **Internet Explorer** window with the current **eShop** session.

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22. Confirm the hardware key is saved in All Hardware key AND computer designation entry fields as illustrated, and then click **To the order**:

Order (hardware key)

To order a tester product, the diagnostic data must either be present in the current order with a valid hardware key, or already ordered before the diagnostic data so that a valid hardware key is in the database.

All hardware keys must be valid and be in the following format:
'1234567890abcdef1234567890abcdef.Manufacturer:Model:1234567890abcdef1234567890abcdef:0'.

Products			
Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001AU-USA-en	Audi Brand	2. ffeb4f9a639803e40abb12b6dd16cd4:Panas ffeb4f9a639803e40abb12b6dd16cd4:Panas	
00001VW-USA-en	VW Brand	3. ffeb4f9a639803e40abb12b6dd16cd4:Panas ffeb4f9a639803e40abb12b6dd16cd4:Panas	

IMPORTANT!

All Hardware key AND computer designation entry fields **MUST BOTH** contain the hardware key from the device where the license request is made.

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23. **Confirm** that the requested products appear in the top portion of the **Order (delivery data)** display.
24. **Check** the **I accept the general terms of business** selection, **enter the email address** to which the license request confirmation emails will be sent, and then click **Check order**:

Order (delivery data)

Products that are being ordered

Order no.	Product	Number	Unit price	Info
00001-USA-en	Offboard Diagnostic Information System Service	1	\$ 0,00	
00001AU-USA-en	Audi Brand	1	\$ 0,00	
00001VW-USA-en	VW Brand	1	\$ 0,00	

Total price: \$ 0.00
Flat rate shipping and handling: \$ 0.00

☒ Order information

I accept the general terms of business: ☒

Delivery type: ☐ DVD delivery (0.0 \$) ☒ DVD available (0.0 \$)

☒ Delivery address

E-Mail:

Required field, please fill out

25. **Confirm** the highlighted email address, and then click **Order** to submit the license request:

Check order data

Products that are being ordered

Order no.	Product	Number	Unit price	Info
00001-USA-en	Offboard Diagnostic Information System Service	1	\$ 0,00	
00001AU-USA-en	Audi Brand	1	\$ 0,00	
00001VW-USA-en	VW Brand	1	\$ 0,00	

Total price: \$ 0.00
Flat rate shipping and handling: \$ 0.00

☒ Order information

I accept the general terms of business: ☒

Delivery type: ☐ DVD delivery (0.0 \$) ☒ DVD available (0.0 \$)

☒ Delivery address

E-Mail:

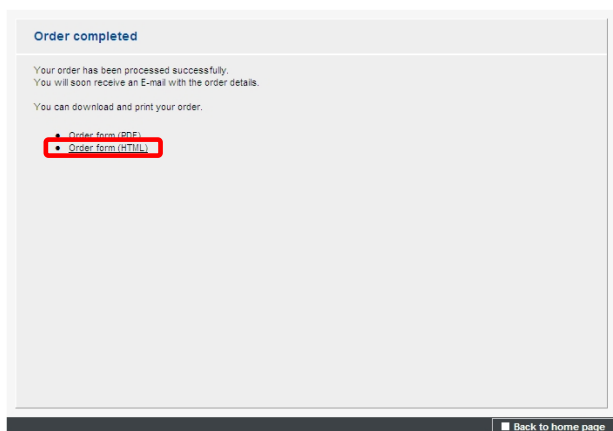
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26. Click the **Order (HTML)** link:



27. **Locate** and note the **Order Number** from the HTML document.

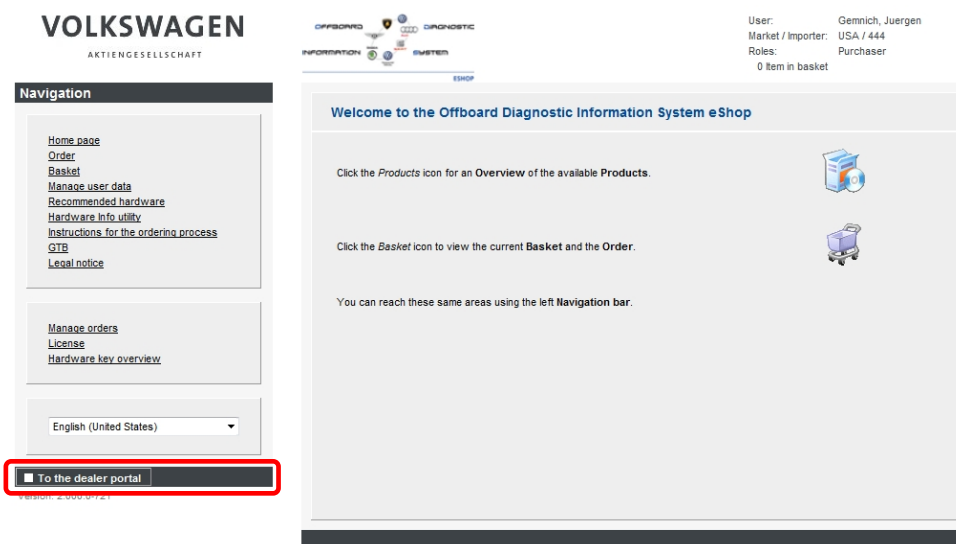
28. **Restore** the **Hardware Key** document previously saved and minimized.

29. **Record the order number** and **request date** in the **Hardware Key** document for future reference.
Optional: **Select, Copy** and **Paste** the contents of the Order HTML document into the text document.

30. **Save** and **Close** the **Hardware Key** document, and **Close** the **device folder**.

31. **Close** the **Order HTML** document.

32. From the eShop **Navigation** menu, click **To the dealer portal**:



33. From the Dealer portal, click **Logout** and then **Close Internet Explorer**.

 License Request steps completed. Proceed to [Section 5.0 – Page 14](#).

ATTENTION!

In order to prevent license file installation errors during Installation Phase 2, it is imperative that each hardware key is accurately associated with a device ID and license request order number.

Accurate record-keeping now will prevent problems and delays later!



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5.0 – Download License File

Two emails are sent to the email address entered in the license request:

- ☐ **The first email** confirms that the license request is staged for **review and approval**.

Followed thereafter by...

- ☐ **A second email** which **notifies that the license request is approved**.

Sample:

From	Subject	Received	Size
Date: Today			
VWAG R: WOB, ODIS-Feedback	Offboard Diagnostic Information System ...	Mon 3/10/2014 11:18 AM	10 KB
VWAG R: WOB, ODIS-Feedback	The approval of the order is in progress.	Mon 3/10/2014 11:12 AM	11 KB

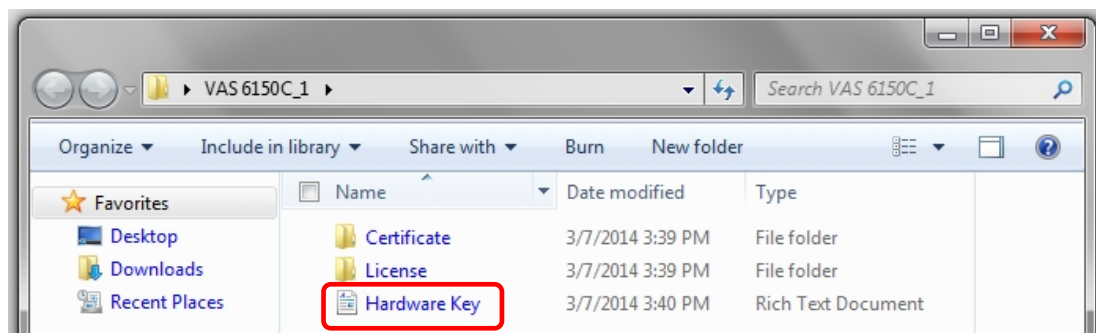
If a request is submitted for a non-authorized device or the hardware key is missing from the request, **license request denials** are sent via the second email.

ATTENTION!

WAIT until the license approval notification email is received before proceeding with the following procedure.

When the **license approval notification email** is received, proceed as follows:

1. **Note** the **order number** and **date** from the **approval notification email**.
2. **Retrieve** the diagnostic device on which the license request was made.
3. From the Windows desktop, **locate** and **Open** the previously-prepared **device folder**.
4. **Open** the **Hardware Key** document created earlier:



5. **Confirm** that the **order number** recorded in the **Hardware Key** document is the same as that in the **license approval notification email**, and then **Close** the document.
6. **Launch Internet Explorer** and go to: **Workshop Equipment > Offboard Diagnostic Information System Service (ODIS Service)**.
7. **Optional:** Logon to **vwhub** and go to **My Page or Service > Related Sites**.

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8. Click on the link to **ODIS eShop** and confirm the eShop version indicated below the **Navigation** menu is **2.000 or higher**:
9. From the eShop **Navigation** menu, select **License**:

VOLKSWAGEN
AKTIENGESELLSCHAFT

Navigation

- Home page
- Order
- Basket
- Manage user data
- Recommended hardware
- Hardware Info utility
- Instructions for the ordering process
- GTB
- Legal notice
- Manage orders
- License**
- Hardware key overview

English (United States)

To the dealer portal

Version: 2.000.0-721

Welcome to the Offboard Diagnostic Information System eShop

Click the **Products** icon for an Overview of the available **Products**.

Click the **Basket** icon to view the current **Basket** and the **Order**.

You can reach these same areas using the left **Navigation** bar.

10. Confirm that the **Creation date** of the available license matches that in the **approval notification email**, then click the **File download arrow**:

License

Org ID	Creation date	Expiration date	File
US-CDNXXXXX	10-03-2014	09-03-2016	↓

Back to home page

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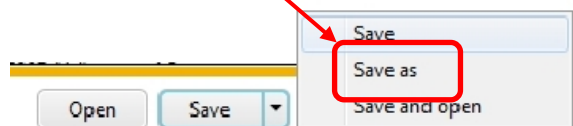
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11. Click the **dropdown** selection arrow:

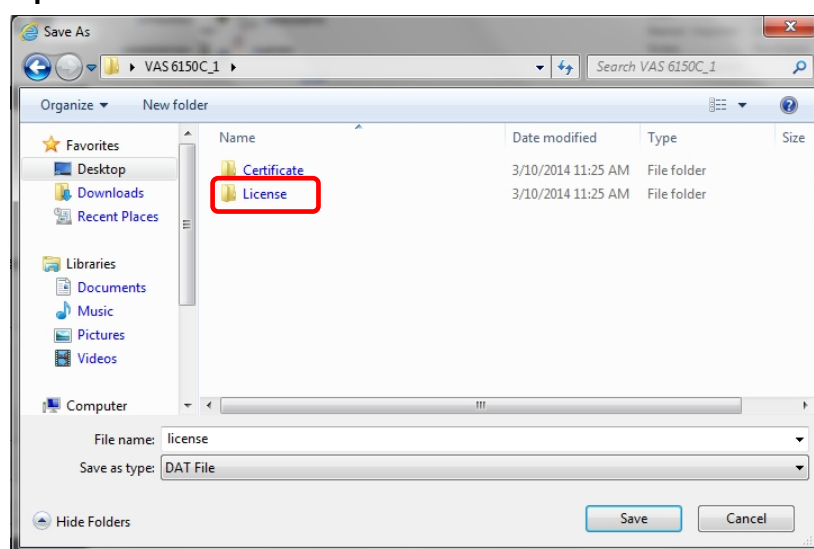


12. Select **Save As**:

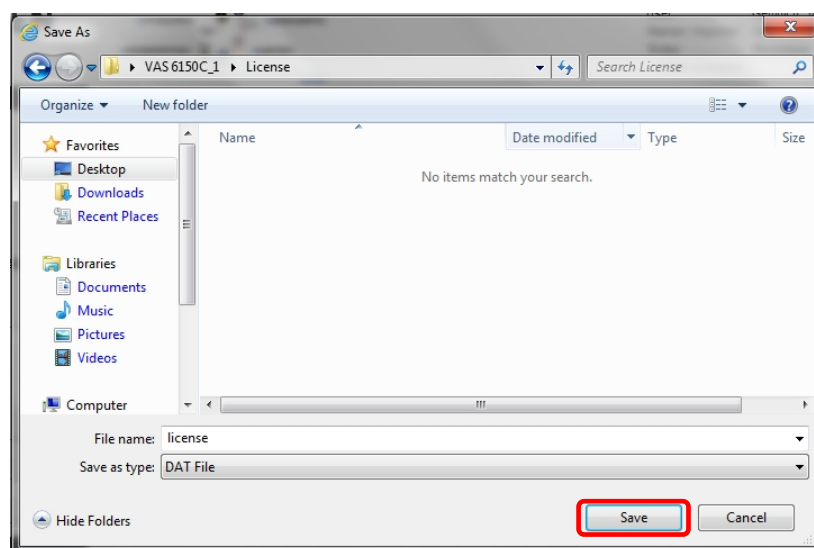


13. Navigate to the **Desktop**, and then locate and **Open** the device folder.

14. Open the **License** subfolder:



15. Click **Save**:



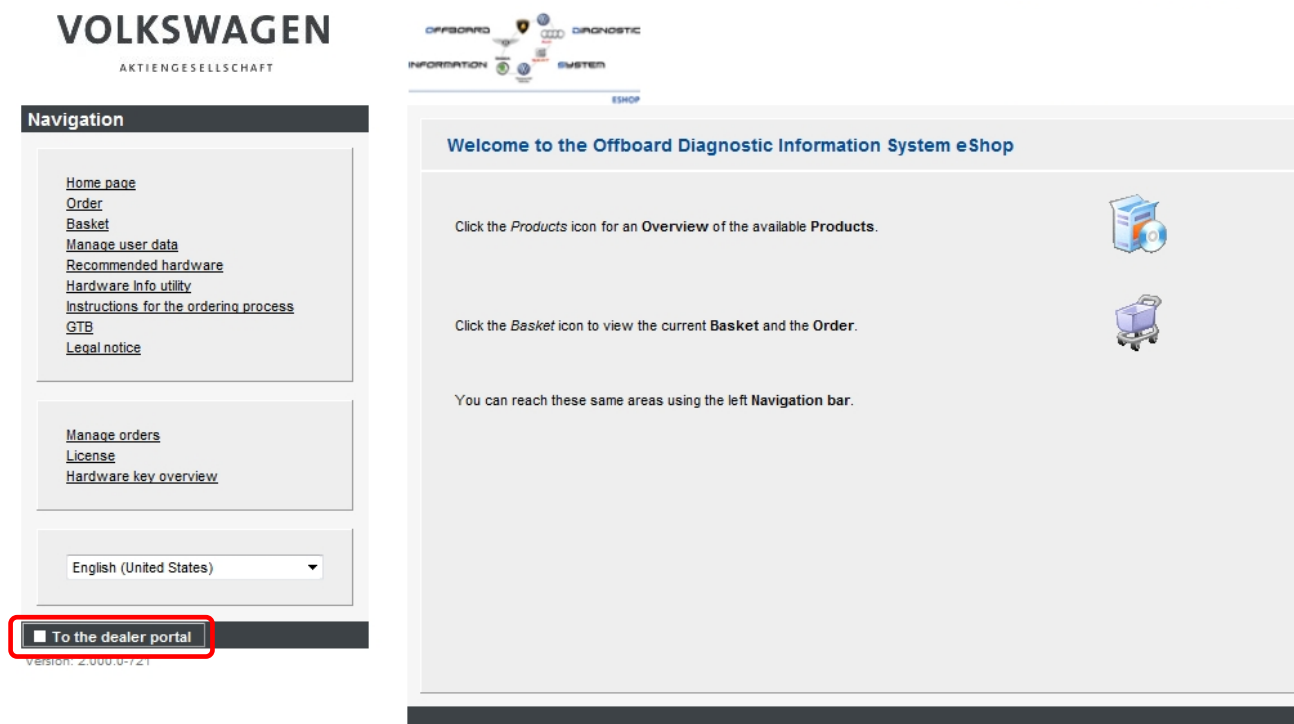
Continued ...17/



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16. From the eShop **Navigation** menu, click **To the dealer portal**:



17. From the Dealer portal, click **Logout** and then **Close Internet Explorer**.

Notes:

- Please ensure that the device's **license.dat** file was successfully saved in the **License** subfolder. If the license file was not successfully saved, repeat Steps 6 through 15.
- Do not proceed to Installation Phase 2 if the license is not downloaded and saved as specified above. The saved license file will be accessed and installed during the ODIS Service Installation Phase 2 - Software & Configuration process.
- Do not double-click on the license file (to open it) in its saved location!

License Request and License File Download steps completed.

Proceed with Installation Phase 2. Refer to **Service Information – ODIS Service** document title: **ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions**.