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Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-14-09

Subject: Microsoft® Internet Explorer Version Requirement -
Configure Windows® 7 Updates

Date: March 7, 2014

Supersedes VOS-14-03 due to revised and additional information.

1.0 – Introduction

From application **version 2.1.0 and higher**, ODIS Service and its web-based integration with ElsaPro are **optimized for Windows 7 and Internet Explorer (IE) version 9**.

Please be aware that when the network connections are enabled on newly-purchased VAS diagnostic devices and existing devices that were updated with Windows 7 (using the VWGoA-supplied DVDs), the devices are subject to Windows online updates **that include IE10 and IE11**. However, **the installation of IE10 and/or IE11 from a Windows 7 update will impair ODIS Service and related web-based functions**. For example, ODIS Service license requests from eShop will return an IE error message, and full ODIS Service Infomedia functions are not possible.

As a result, and until further notice, **the automatic download and installation of IE10 and IE11 during a Windows update session must be prevented**. Use the procedures in the sections below to check and configure the Windows automatic update setting on each VAS diagnostic device with Windows 7 to **check for updates**, and to **disable automatic IE10 and IE11** downloads and installations.

Notes:

- *The following procedures should be performed by qualified personnel only!*
- *Please read these instructions in their entirety before performing these procedures. **If you do not understand these instructions**, arrange to have a qualified person perform these procedures.*
- ***Discard all printed copies of this document after use.** Revised versions may be issued at any time. Always check ServiceNet for the latest version.*

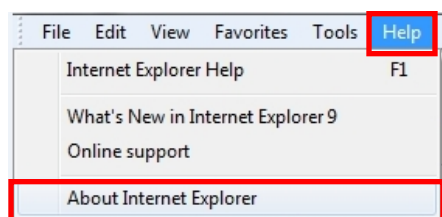
2.0 – Procedures

Prerequisites:

- ☐ VAS diagnostic device with Windows 7 installed from new or VWGoA-supplied installation DVDs.
- ☐ Device plugged in to A/C power adapter and booted to Windows desktop.

2.1 – Confirm Internet Explorer Version

1. **Launch** Internet Explorer.
2. From the **Menu bar**, click **Help**, and then click **About Internet Explorer**:





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3. The **Internet Explorer 9** Information window must appear:



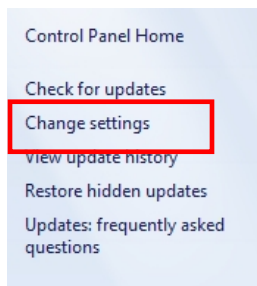
- ☐ **IE9 Installed:** Confirm or Configure Windows Updates - **Skip to Section 2.2 below.**
- ☐ **IE9 Not Installed:** Perform Windows 7 system recovery - **Skip to [Section 2.4 – Page 6.](#)**

2.2 – Check & Configure Windows Updates

1. From the Windows desktop, go to: **Windows (Start)**  > **Control Panel > Windows Update:**

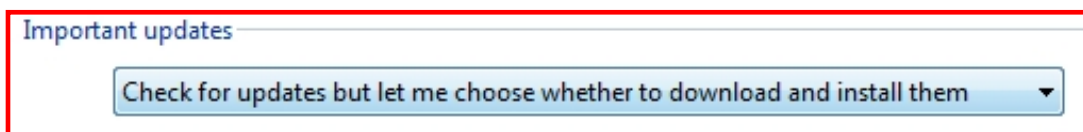


2. From the **Control Panel Home** menu (at left of frame), select **Change settings:**



3. **Check the automatic update setting as follows:**

- ☐ If the “**Check... & ...choose**” update method is already selected as illustrated below, proceed to [Section 2.3 – Page 3.](#)
- ☐ If the “**Check... & ...choose**” update method is not already selected, select it from the dropdown as indicated below:



4. If changes were made, click **OK** (at bottom of frame), and then proceed to [Section 2.3 – Page 3.](#)





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2.3 – Check & Disable IE10 and IE11 Download and Installation

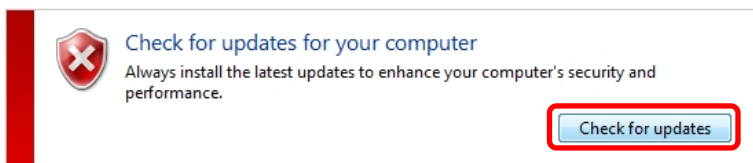
The following procedure describes disabling IE10 and IE11 on devices where **no Windows updates** (including IE10 and IE11) have been automatically downloaded, or downloaded and subsequently installed. Use this as a reference for future Windows updates to ensure that IE10 or IE11 are not downloaded and installed

1. Go to: **Windows (Start)**  > **Control Panel > Windows Update:**



2. Click **Check for updates:**

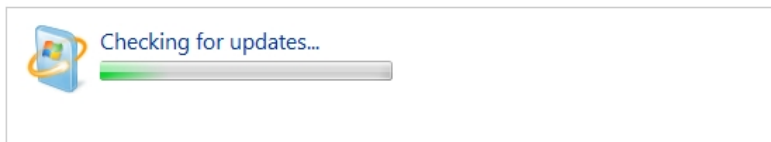
Windows Update



3. An update prompt for **Windows Update** may or may not appear. **If so**, click **Install now** and **wait** while an update for Windows Update is installed.

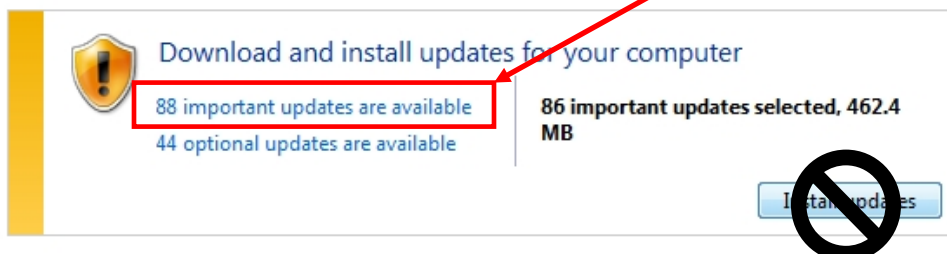
The system checks for updates:

Windows Update



4. When the results are displayed, click the **XX important updates are available** link:

Windows Update



Note:

*The number of updates illustrated above **is for reference only!** The number of available updates will always vary depending on type of device and date when available updates are checked.*

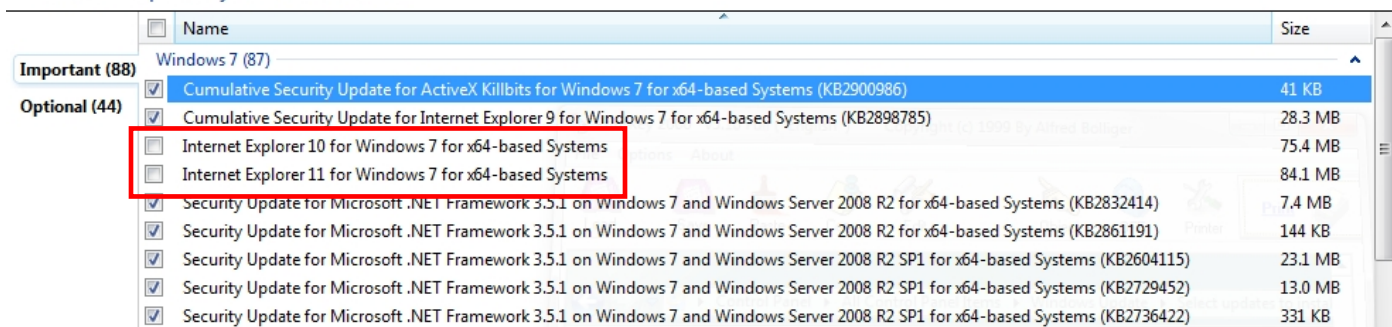


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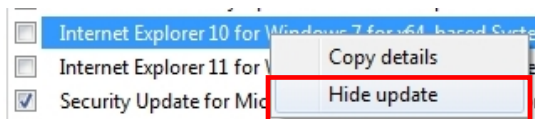
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5. If the **Internet Explorer 10** and **Internet Explorer 11** updates appear in the update listing, **deselect them**: If they do not appear, they have likely already been hidden as covered in Step 6. If this is the case, no further actions are necessary.

Select the updates you want to install



6. To prevent the IE updates from reappearing, **right click** the IE10 update and select **Hide update** from the dropdown. **Repeat** with the IE11 update:



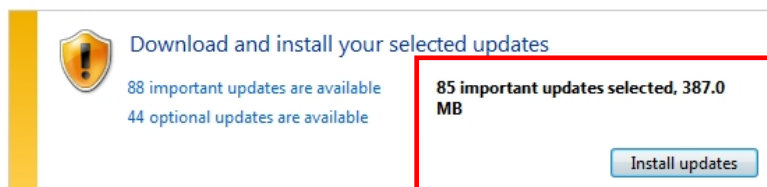
You can now choose to either download/install the available updates (without IE10 and IE11), **or** defer until a later time.

7. To **defer until later**: Cancel and close the Windows update and heed the **ATTENTION!** information below.
8. To **download and install** the available updates: Click **OK** (at bottom of frame):



9. **Confirm** that the total number of updates reflects the **two IE versions** being de-selected, and then click **Install updates**:

Windows Update



10. Accept any **Microsoft License Terms** if prompted, and then click **Finish**.

Continued ...5/

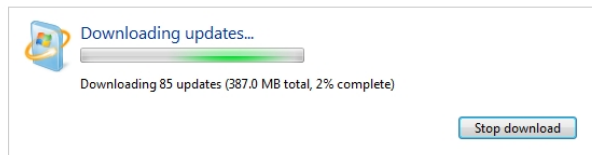


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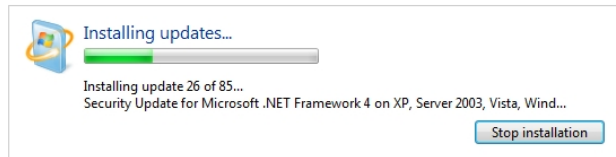
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11. **Wait** while the updates are downloaded and installed (no user intervention is necessary):

Windows Update



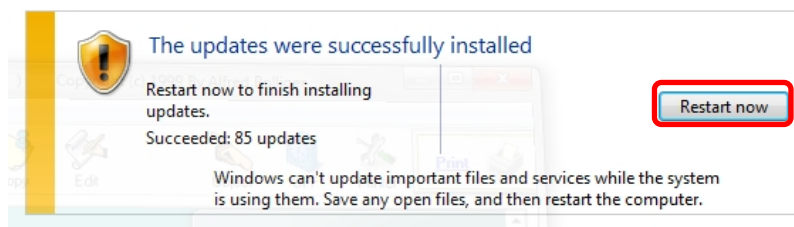
Windows Update



The total time for the update download and installation depends on network connection type, bandwidth and content.

12. Click **Restart now**:

Windows Update



ATTENTION!

Please inform all service personnel that under no circumstances are IE10 or IE11 updates to be downloaded and installed on devices with Windows 7!



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2.4 – Perform Windows 7 System Recovery

If IE10 or IE11 is installed, a Windows 7 system recovery must be performed.

The manual uninstallation of IE10 or IE11 and re-enabling IE9 does not enable full functionality of Infomedia. Therefore, a complete recovery is necessary to perform a clean reinstallation of IE9.

For detailed instructions, refer to the applicable **Service Information – VAS Tester** document title:

☐ VAS Diagnostic Laptop – Windows 7 System Recovery Instructions

OR

☐ VAS Diagnostic Tablet – Windows 7 System Recovery Instructions

Note:

*When Windows 7 recovery is completed, **and BEFORE the devices' network connection is enabled**, configure Windows updates to prevent the automatic installation of IE10 and IE11 as instructed in the recovery instructions (same as above).*