



ODIS eShop FAQs

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New

Q. Why was my license request denied?

A. Most often the license request is denied because the Hardware ID was not placed in both Hardware ID and Computer designation fields **or** you requested the license from a non-VAS device. Please refer to the ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) for proper steps when ordering a license.

New

Q. Why didn't I receive my license via e-mail?

A. Since the launch of the new e-Shop in April, the license is no longer sent via e-mail. Once you receive the e-mail stating your license was approved, you will re-visit e-Shop and download the license. Please refer to the ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) for proper steps on how to download your license.

Revised

Q: Which diagnostic devices are eligible for ODIS Service installation?

A: The following devices are eligible for ODIS Service installation:

- VAS 6150A/B/C Class laptops
- VAS 6160/A tablets

Q. Why am I'm unable to access and start the eShop application?

A. User access to eShop must be granted by your VWHub.com administrator.

Q. Why can't I install ODIS Service on a commercially-available laptop or tablet?

A. VWAG's software development, testing and support process was limited to VAS devices running on Windows 7. DTSS is unable to account for or resolve issues on other Windows platforms.

Q: We are a VW dealer only, but would like to order an Audi license as well. Can I order a dual brand license for a device?

A. No. License requests per brand are controlled by the eShop application based on authorized US/CDN dealer codes.

Q. I submitted a license request, but have not received a confirmation email, or the license. What should I do?

- A. Recording the hardware key is important because, along with your assigned Device ID and request order number, you use it to confirm license installations on the correct devices. The hardware key is also used as a password during the security certificate installation process.
- B. The hardware key can be generated and recorded at any time via eShop:
 1. Logon to eShop
 2. From the Navigation menu, select Hardware Info
 3. From the Download section, click the link: Hardware Info (exe), and select Run to save it in clipboard memory.
 4. Save the hardware key to the Master List on the USB flash drive.

Q. Why is the license sometimes referred to as a Certificate?

A. The license is sometimes referred to as a Certificate due to the difference in translation from German to English. This will be referred as the License during the installation in Phase 1 and Phase II. Phase III is for the Certificate.

Q. What do I need to do if I receive a 404 error when I paste the hardware key in the first computer name field?

A: Cancel the error message, wait a moment and repeat the paste function. (The hardware key remains in clipboard memory.)