

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-14-26

Subject: Invalid License Error after ODIS Service Reinstallation

Date: Oct. 14, 2014

**Supersedes AOS-13-06 due to complete revision.**

## 1.0 – Introduction

Certain **hardware repairs** and **operating system revisions** performed on VAS diagnostic devices may **invalidate or change its hardware key**. As license files are matched with the device's unique hardware key, an **"Invalid license"** error may be displayed whenever ODIS Service is reinstalled using the license file obtained **before** the hardware repair or operating system revision.

Hardware repairs can include **hard drive, motherboard etc.** replacements. Operating system revisions can include **operating system recovery**, language or other OS settings changes. In these cases, request and download and install **new license and security certificate files** as per the procedure outlined below.

If an "Invalid license" error is displayed and the device **did not** undergo a hardware repair or operating system revision as described above, first confirm that the license file copied during the installation routine **is not one intended for another device in service**. If the existing license file for the device cannot be confirmed or is otherwise missing, request, download and install a **new license** (only) as per the procedure outlined below.

### 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.*

## 2.0 – Procedure

### Prerequisites:

- ☐ *Diagnostic device plugged in to power adapter and booted to Windows desktop.*
- ☐ ***ODIS Service not running.***

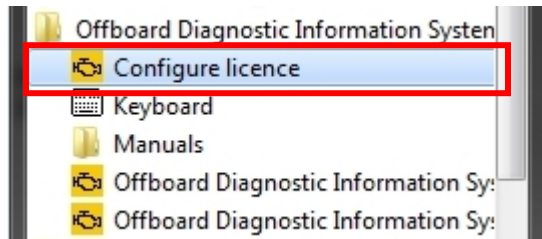
1. **Locate and delete** all saved copies of the diagnostic device's **previous license file and recorded hardware key**. (Remember that the previous license file and recorded hardware key may be saved on the device desktop and/or USB flash drive).
2. **Request and download a new license** as specified in **Sections 4.0 and 5.0 of Service Information – ODIS Service** document title: **ODIS Service Installation Phase 1 – Preparation & License Request Instructions (Shop)**.

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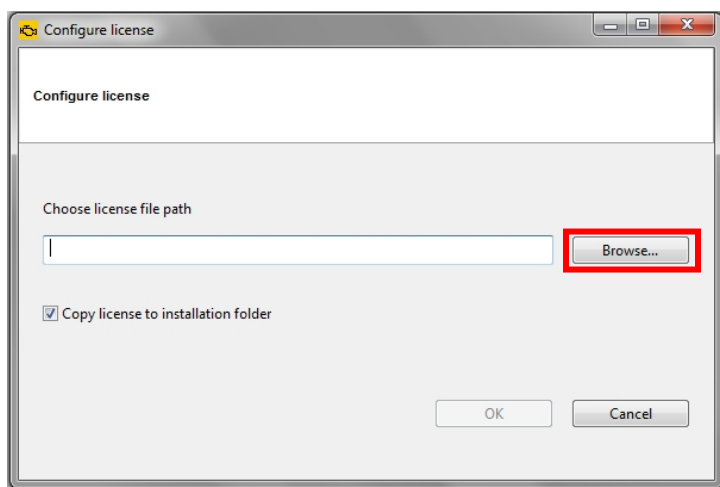
3. Go to: **Windows Start:** 

4. Select **All Programs**

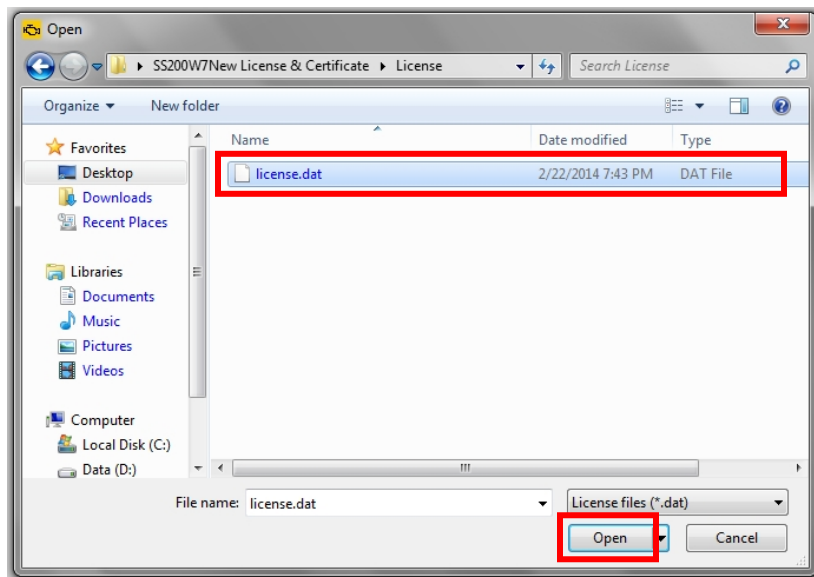
5. Select **Offboard Diagnostic Information System Service**, and then select **Configure License**:



6. Click **Browse**:



7. Navigate to the location of the new license downloaded from eShop, i.e.: folder on desktop or other location. **Highlight the license.dat file** and click **Open**:



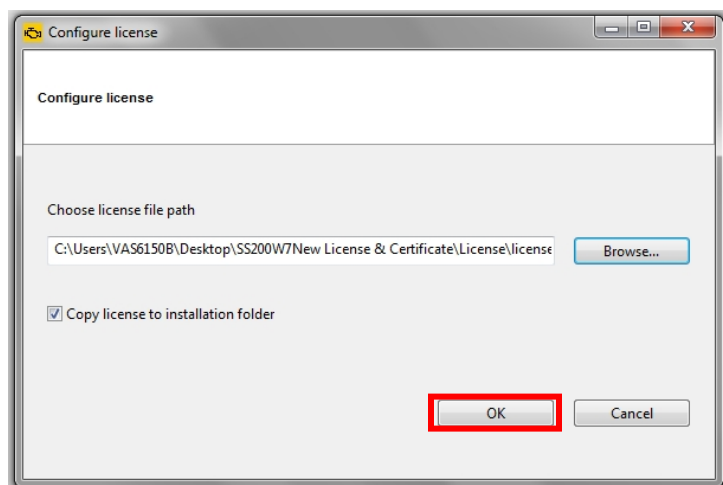
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**Note:**

**DO NOT** double-click the license file in its saved location!

8. Click **OK** to import the new license:



9. From the Windows desktop, start ODIS Service (connect to vehicle etc.) and confirm program start and function.

**Additional steps for devices that underwent hardware repairs or operating system revisions:**

**Prerequisite:**

- ☐ **New hardware key recorded** and saved in document on device desktop or USB flash drive.

1. Logon to **vwhub** and the **eCRMS** application
2. Submit a new **security certificate request** as specified in **Service Information – ODIS Service** document title: **ODIS Service Installation Phase 3 – Security Certificate Request & Installation Instructions**.
3. Install the security certificate when available (ref. the instructions in the **Phase 3** document).
4. Place the device back in service.