

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: AOS-14-28

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions Date: Nov. 25, 2014

Supersedes AOS-14-15 due to revised installation process using 2 DVDs.

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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 understand these instructions, arrange to have a qualified person perform these procedures.**
- Heed all prerequisite requirements and notes. **Follow all instruction steps in the Section order given, including instructions cross-referenced in other documents posted on ServiceNet.**
- **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 Version 2.2.2 from a 2-DVD set** on eligible VAS diagnostic devices.

The installation options covered here are: **New installations** and **Reinstallations**.

Separate instructions for each installation option are covered throughout this document. Refer to **Subsections 1.1, 1.2 and 1.3** below for details on how to use these instructions.

1.1 – Installation Version Management

ODIS Service Installation Version 2.2.2 DVDs are intended specifically for **New Installations on new devices** or **Reinstallations on existing devices to resolve malfunctioning software**.

ATTENTION!

V2.2.2 DVDs are NOT update DVDs! Please do not use them to update existing ODIS Service installations that are already up-to-date and functioning normally.

1.2 – New Installations

New Installations are defined as installations on **new VAS diagnostic devices** where ODIS Service **was not previously installed on Windows® 7.**

ALL ODIS Service Installation Phases (1, 2 and 3) must be completed, in phase order, on all 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.

1.3 – Reinstallations

Reinstallations are defined as installations on **existing VAS diagnostic devices** where ODIS Service **was previously installed on Windows 7,** and the exiting license file is available for reinstallation.

Uninstallation of the existing software is always required prior to reinstallation.

Reinstallations may be necessary to resolve malfunctioning software.

Look for the Reinstallations subsection titles and references throughout this document.

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 - ODIS Service not previously installed: ☐ VAS 6150C laptop or ☐ 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 - ODIS Service previously installed: ☐ VAS 6150A laptop ☐ VAS 6150B laptop ☐ VAS 6150C laptop ☐ VAS 6160 tablet ☐ VAS 6160A tablet
	☐ Windows 7 ☐ 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.

2.2 – Hardware and Network Prerequisites – All Installations

- ☐ **ODIS Service Installation** **Version 2.2.2 (2-DVD set) - Order No. 010.5002.02.21** 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 mouse and keyboard connected.
- ☐ Confirm that a Windows 7 update **IS NOT** in the process of being downloaded or installed.
Go to: Control Panel > Windows Update to confirm!

2.3 – **Reinstallations** – Uninstall ODIS Service

ODIS Service must **always** be uninstalled prior to **reinstallations**. Use the procedure specified below.

Pre-uninstallation 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 to re-apply during post-setup 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:

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.

☐ All Preparation steps completed. Proceed to [Section 3.0 – Page 5.](#)



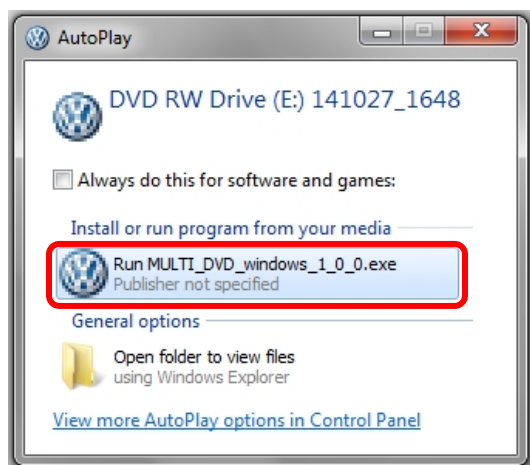
3.0 – Installation

3.1 – Process Overview

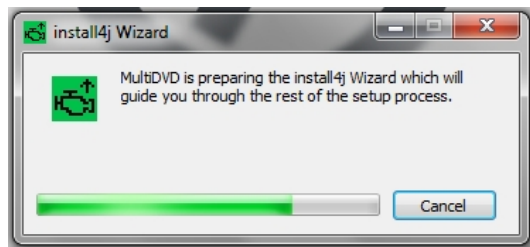
- ☐ The application and brand diagnostic database data are downloaded from the 2 installation DVDs.
- ☐ The application is then installed from the download directory.
- ☐ The diagnostic database is then installed from the download directory as per the individual brand or multiple brands associated with the ODIS Service license file.

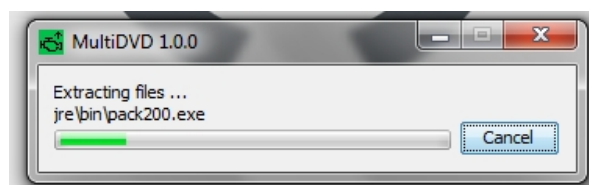
3.2 – Application Software & License Installation

1. Insert **ODIS Service Version 2.2.2 -Disc 1-** into the DVD-ROM drive.
2. **Wait** while the drive contents are read and the **DVD AutoPlays**.
3. Select **Run MULTI_DVD_windows_1_0_0.exe**:



4. No actions needed:





Continued... 6/

5. Click **start unpacking**:



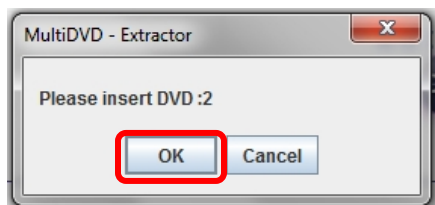
6. **Wait** while the data from **-Disk 1-** is downloaded (no action necessary):



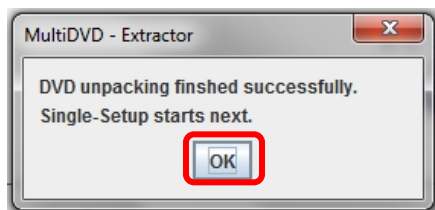
The CD/DVD drive automatically ejects Disc 1 when its data is loaded.

Continued... 7/

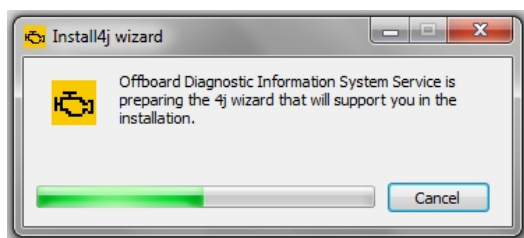
7. Remove Disc 1 from CD/DVD drive.
8. Insert **-Disc 2-** and select **OK**:



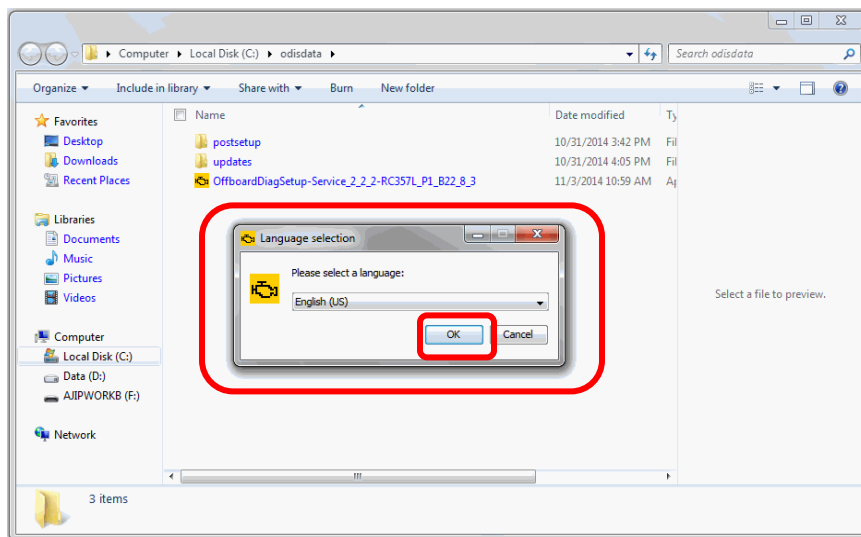
9. **Wait** while the data from **-Disk 2-** is downloaded.
10. Click **OK**:



11. Remove Disc 2 from the CD/DVD drive.
12. No action needed:



13. **Wait** until **Language selection** prompt appears as illustrated below. A 10 - 20 second delay is normal. Confirm **English (US)** is highlighted, and then click **OK**:

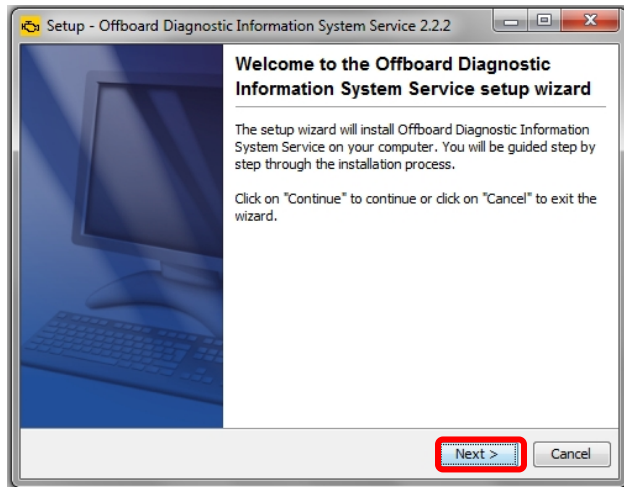


Note:

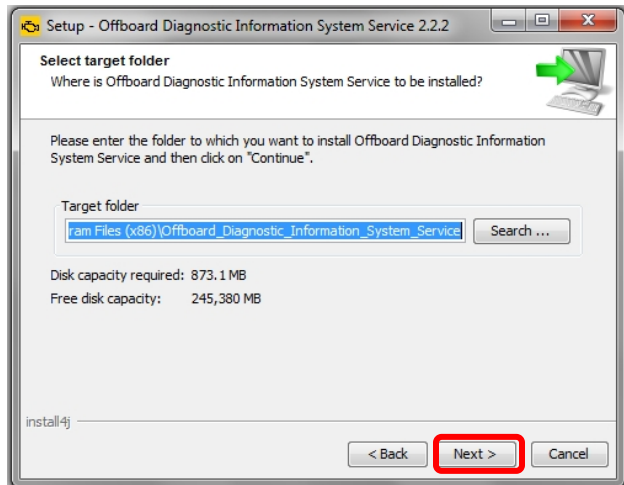
*If the Language selection prompt does not appear as illustrated after the delay, it may have launched **behind** the directory window. In this case, minimize the directory window or click the yellow ODIS Service (engine) icon on the lower toolbar to display the Language selection dialog.*

Continued... 8/

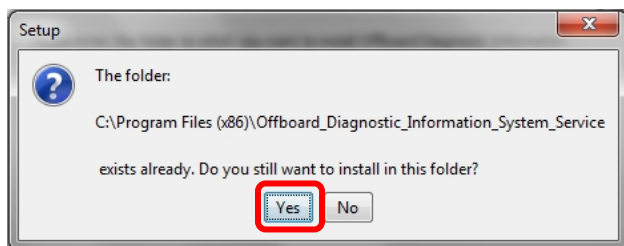
14. Click **Next**:



15. Click **Next**:

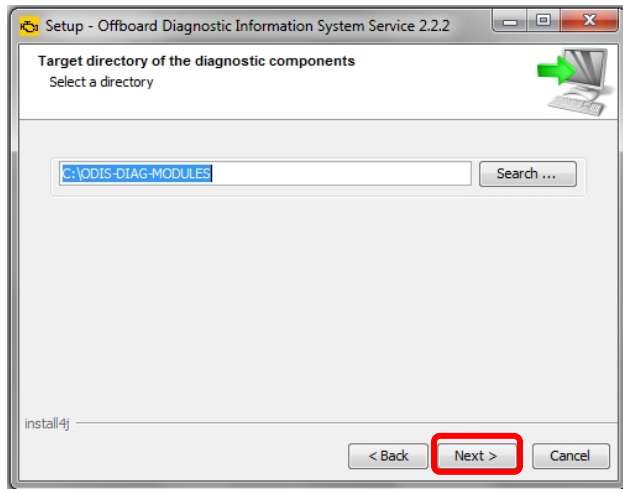


16. During **Reinstallations** a **Setup C:\Program Files...** prompt appears. Click **Yes**:

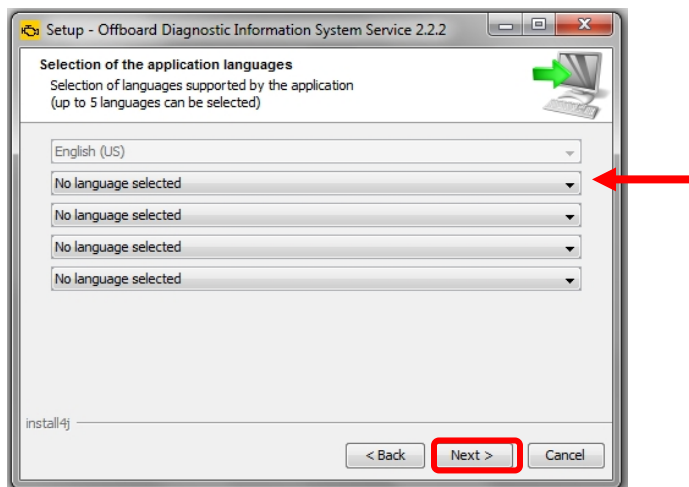


Continued... 9/

17. Click **Next**:



18. If additional user interface languages are desired or required, select them from the available dropdown(s). Click **Next**:



Note:

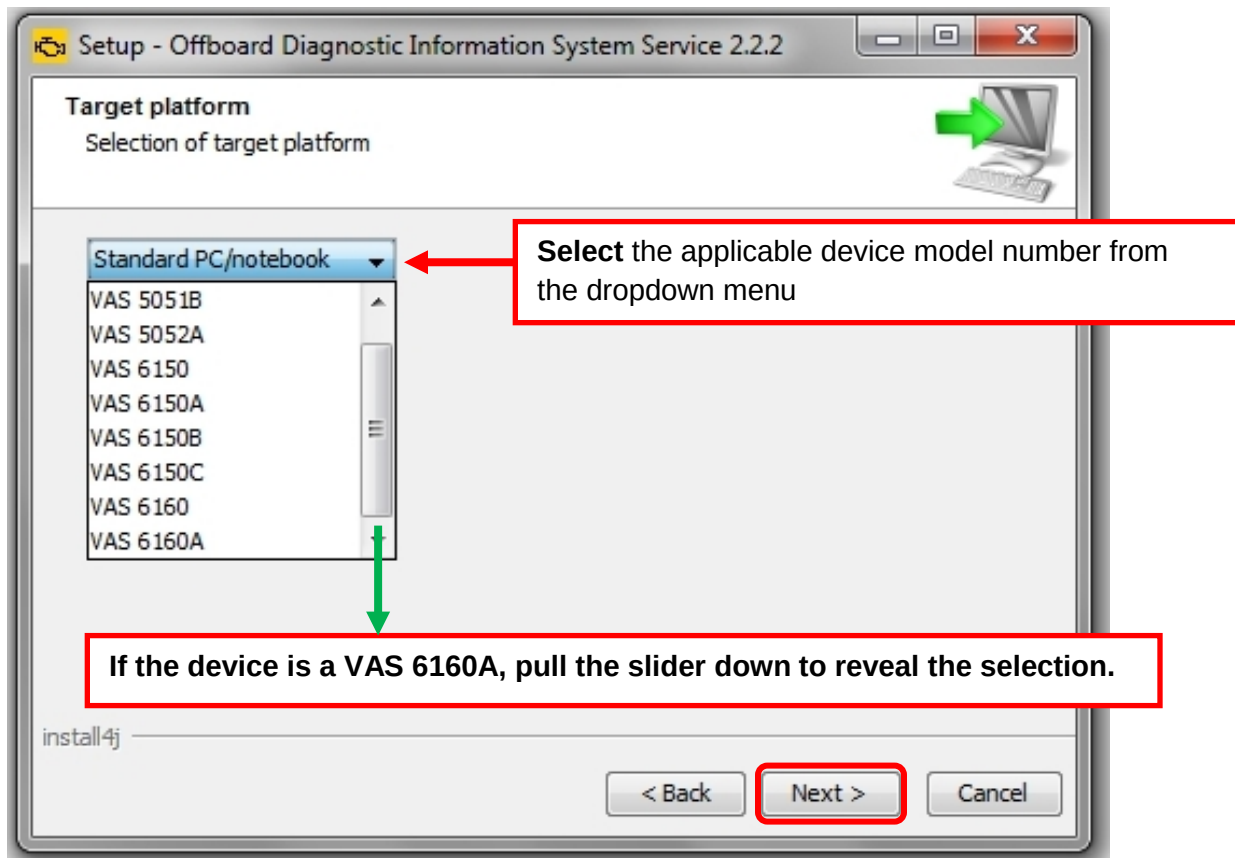
Selecting additional languages increases the installation time.

Notes:

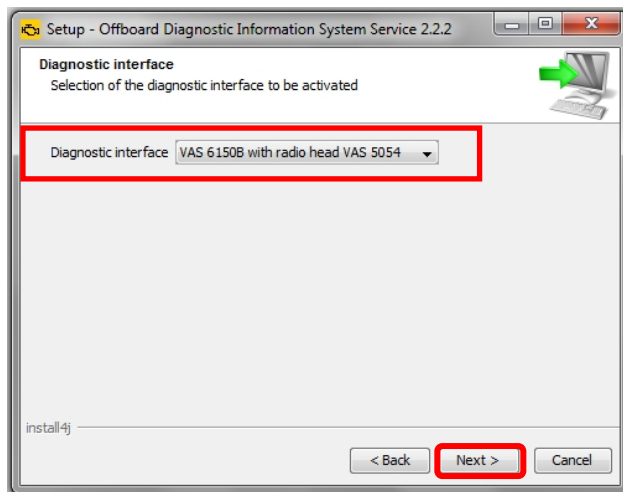
- Steps 19 and 20 on the following page configure the installed software to the diagnostic device **model number**, and **diagnostic interface** (connection) method.
- If the model number & interface method are not selected correctly, an “Invalid License File” error may appear when starting ODIS Service.

Continued... 10/

19. Carefully select the applicable **diagnostic device model number** from the **Target platform** dropdown menu, and then click **Next**:

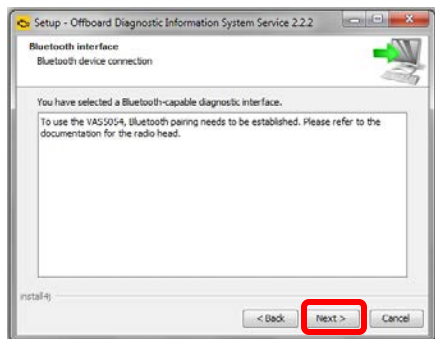


20. Confirm that the applicable **diagnostic interface (connection method)** appears. (Method illustrated is an example only. Your device and connection method may be different): Click **Next**:

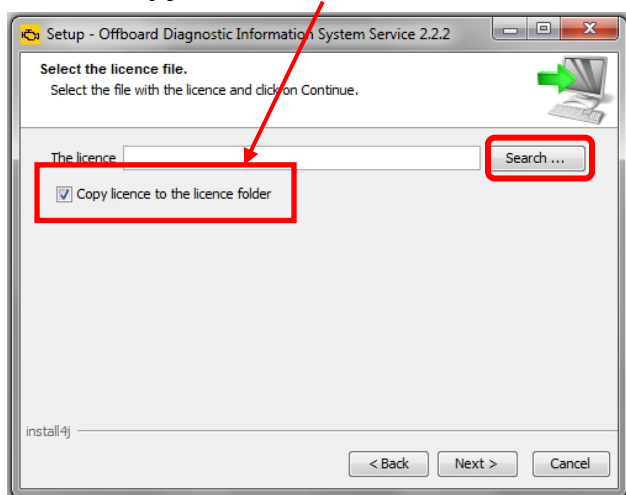


Continued... 11/

21. Click **Next**:

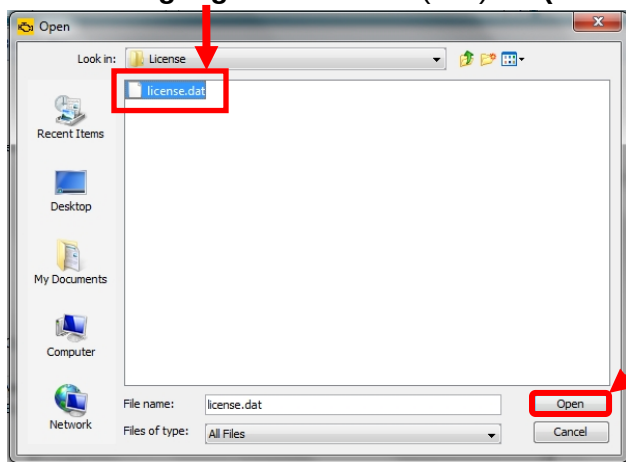


22. Ensure **Copy licence to the licence folder** is checked, and then click **Search...**:



- ☐ **New Installations:** Open the **device folder** on the desktop, and **Open** the “**License**” subfolder with the **saved license file**, and then **continue from Step 23**.
- ☐ **Reinstallations:** Navigate to the desktop or other location (USB flash drive etc.) containing the **saved license file**, and then **continue from Step 23**:

23. **Select / highlight** the **license (.dat)** file (**DO NOT double-click**), and then click **Open**:

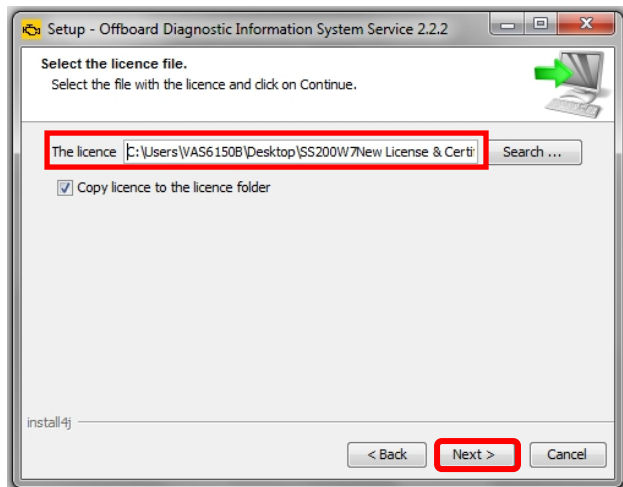


Note:

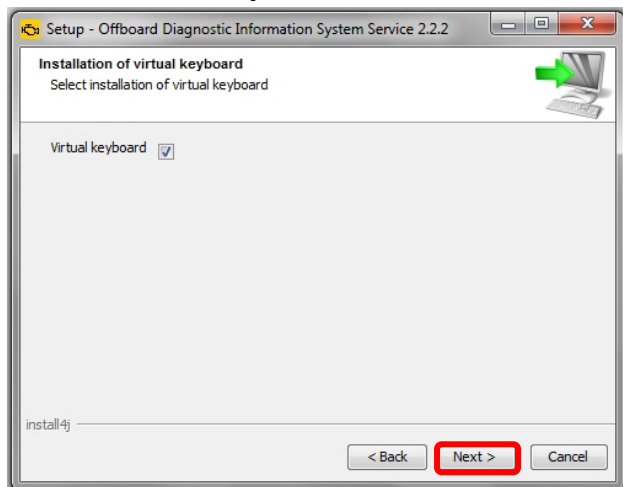
DO NOT double-click the **license file** in its saved location!

Continued... 12/

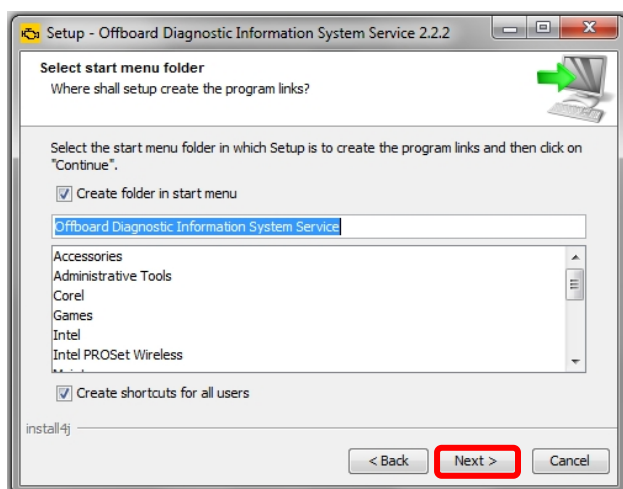
24. Ensure the license file directory path is copied to the installation window. Click **Next**:



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

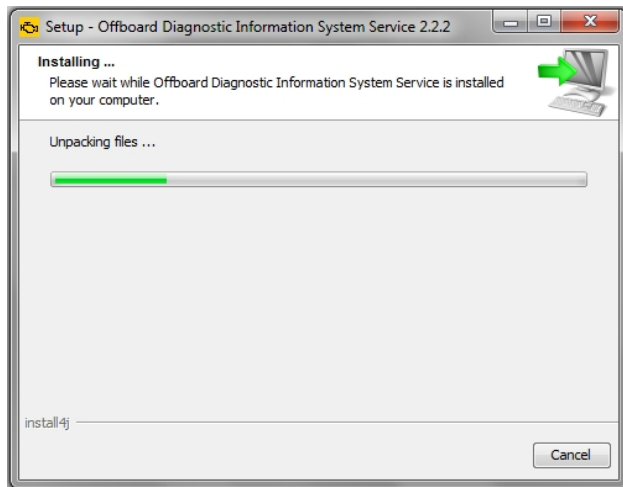


26. No action needed. Click **Next**:

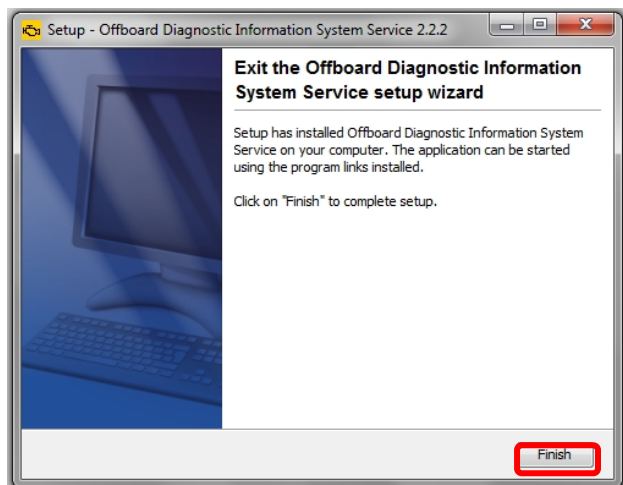


Continued... 13/

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



28. Click **Finish**:



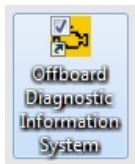
29. Close the CD/DVD directory Window.

Application Software & License Installation steps completed.
Proceed to [Section 3.3 – Page 14.](#)

3.3 – Post-Setup - Diagnostic Database Installation

The first time ODIS Service is started after installation, the **Post-Setup Data installation** must be performed. This installs the brand-specific diagnostic data as per the installed license and selected language(s).

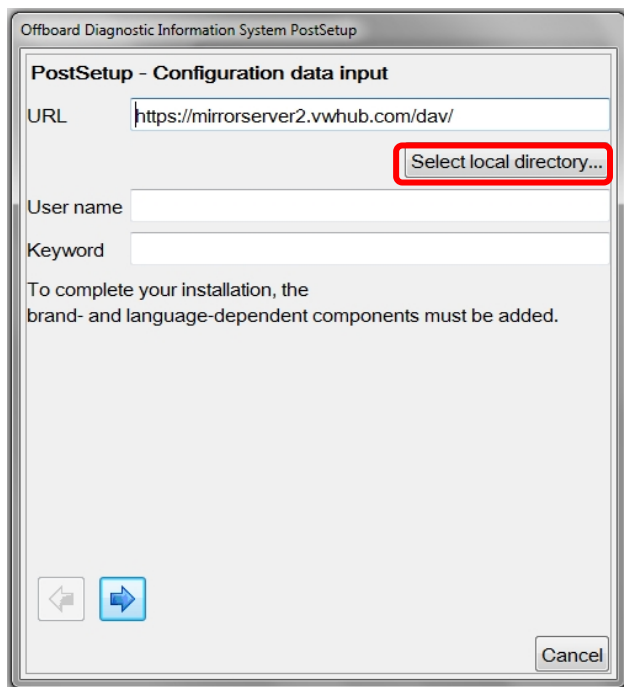
1. From the Windows desktop, locate and click the Offboard Diagnostic Information System icon:



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



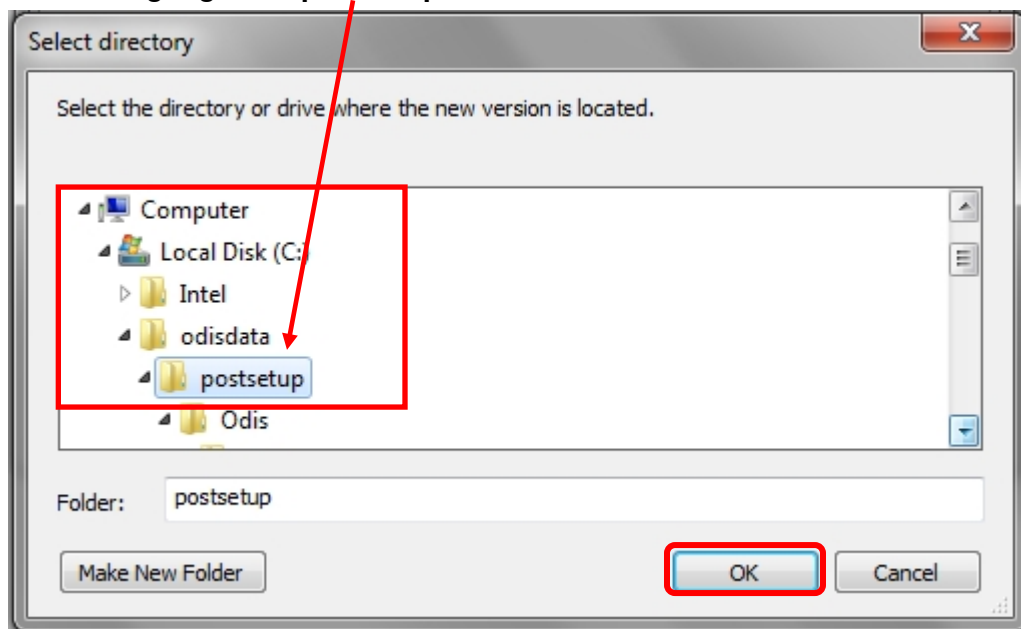
3. Click **Select local directory...**:



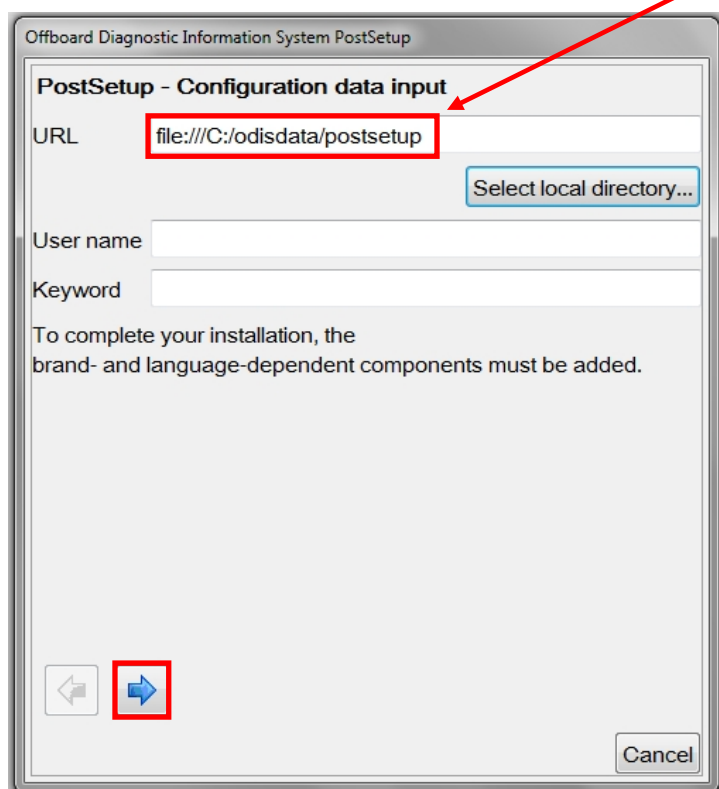
Continued... 15/



4. Expand [▲] and navigate through the following directories: **Computer > Local Disk (C:) > odisdata**
5. **Select / highlight** the **postsetup** folder as illustrated, and then click **OK**:



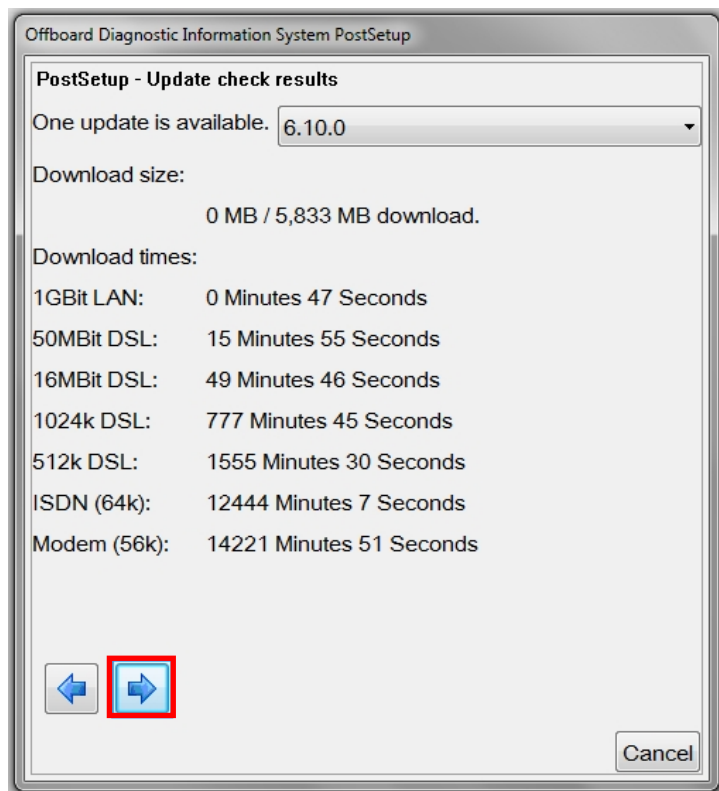
6. Confirm the **postsetup** directory path appears in the **URL** window as illustrated, and then click the blue **Forward Arrow** button:



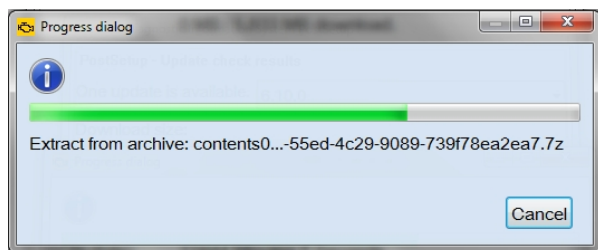
Continued... 16/



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



8. **Wait** while the diagnostic data installation takes place:



Note:

The **Progress dialog** window may appear to stall or lock at times during the data installation. This is normal. Please be patient!

The **ODIS Service main window** appears when the installation is complete.

The **VW brand design** is displayed by default with dual franchise licenses.

8. Read 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 17.](#)

4.0 – Post-Setup Configuration

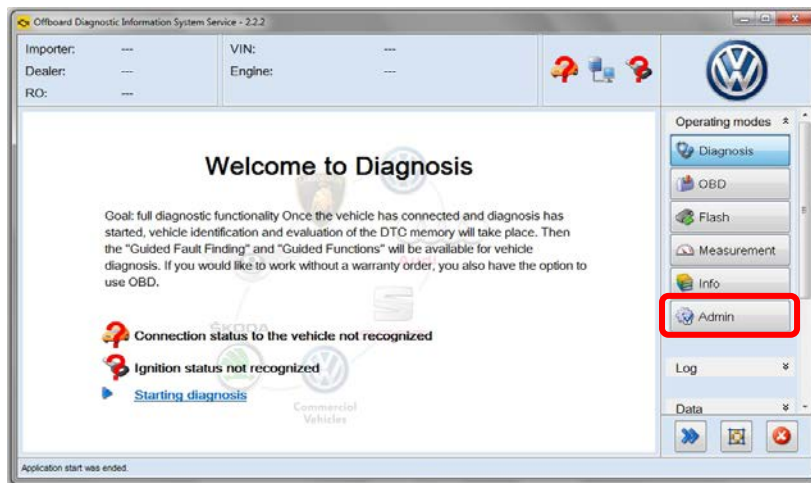
Prior to placing diagnostic devices with new installations or reinstallations into service, a number of configuration steps are required.

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**:

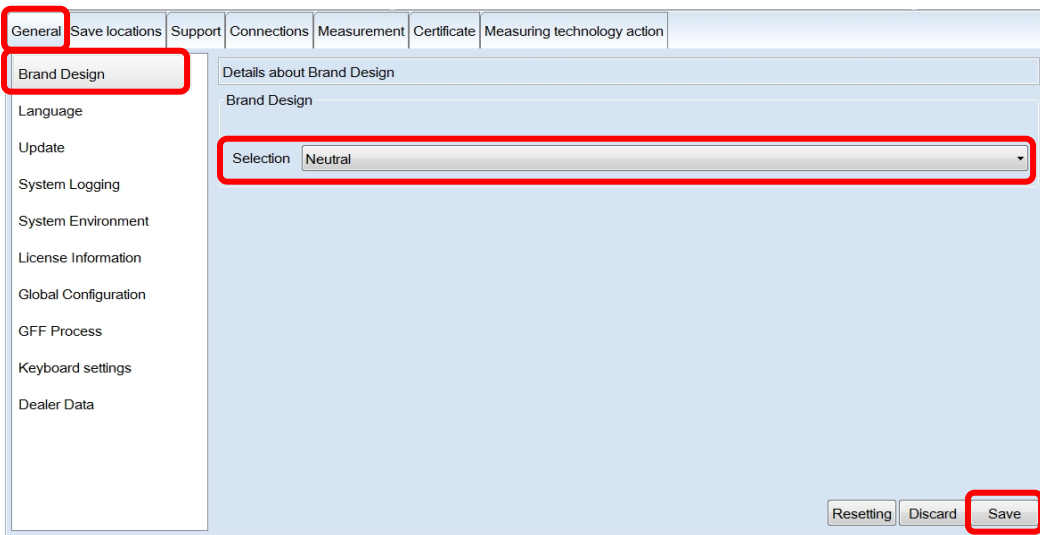


The available configuration function subcategories will be listed in the left-hand display menu.

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**:



Continued... 18/



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.

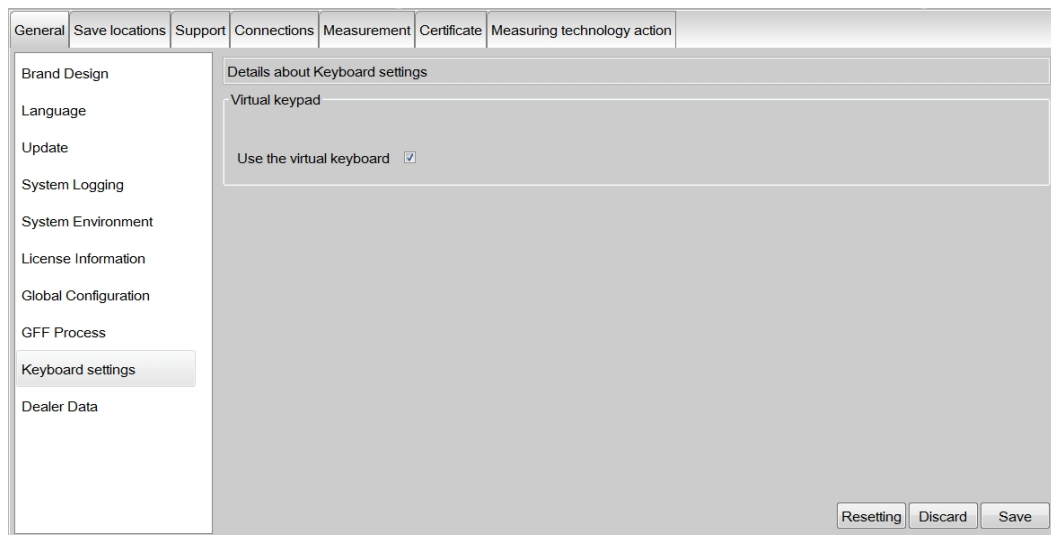
1. Select **Update**: Review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes**:

Note: For additional information refer to **Service Information – ODIS Service** document title: **Online Update Guide**

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**:



The screenshot shows a software interface with a top navigation bar containing tabs: General, Save locations, Support, Connections, Measurement, Certificate, and Measuring technology action. On the left is a vertical menu with options: Brand Design, Language, Update, System Logging, System Environment, License Information, Global Configuration, GFF Process, Keyboard settings (highlighted), and Dealer Data. The main area is titled 'Details about Keyboard settings' and contains a section 'Virtual keypad' with a checkbox 'Use the virtual keyboard' which is checked. At the bottom right are three buttons: Resetting, Discard, and Save.

4.1.5 – Dealer Data

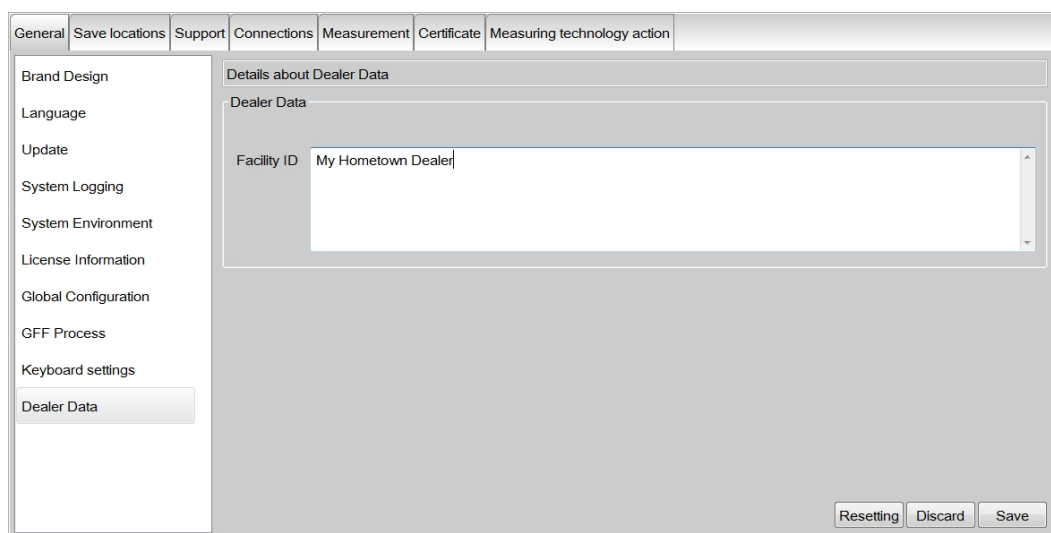
If desired, configure the name of the dealership to appear in diagnostic logs.

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**:



The screenshot shows the same software interface as before, but the 'Dealer Data' option in the left menu is highlighted. The main area is titled 'Details about Dealer Data' and contains a section 'Dealer Data' with a text input field labeled 'Facility ID' containing the text 'My Hometown Dealer'. At the bottom right are three buttons: Resetting, Discard, and Save.

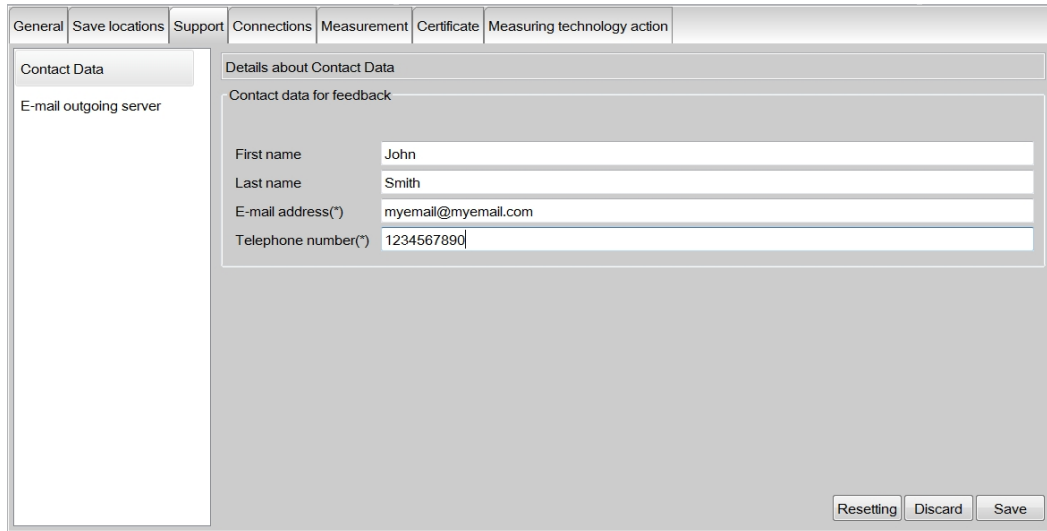
4.2 – Administration - Support

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

4.2.1 – Contact Data

Contact information is saved as necessary for **Support Button** requests.

1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** section is displayed first by default: Fill in all contact details, including a valid email address: Click **Save / Yes**:

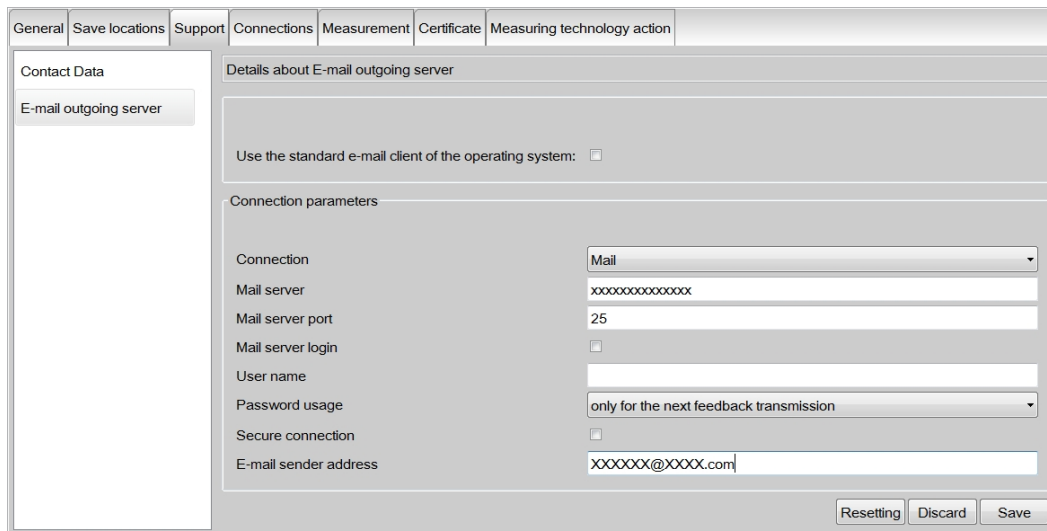


The screenshot shows the 'Support' tab selected in the top navigation bar. The left sidebar has 'Contact Data' and 'E-mail outgoing server' options. The main area is titled 'Details about Contact Data' and contains a section 'Contact data for feedback' with the following fields: First name (John), Last name (Smith), E-mail address(*) (myemail@myemail.com), and Telephone number(*) (1234567890). At the bottom right are buttons for 'Resetting', 'Discard', and 'Save'.

4.2.2 – Email Outbox Server

Dealership **network connection parameters** 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**:



The screenshot shows the 'Support' tab selected. The left sidebar has 'E-mail outgoing server' selected. The main area is titled 'Details about E-mail outgoing server' and contains a section 'Connection parameters' with the following fields: 'Use the standard e-mail client of the operating system:' (checkbox), 'Connection' (dropdown menu set to 'Mail'), 'Mail server' (xxxxxxxxxxxxxx), 'Mail server port' (25), 'Mail server login' (checkbox), 'User name' (text field), 'Password usage' (dropdown menu set to 'only for the next feedback transmission'), 'Secure connection' (checkbox), and 'E-mail sender address' (XXXXXX@XXX.com). At the bottom right are buttons for 'Resetting', 'Discard', and 'Save'.

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

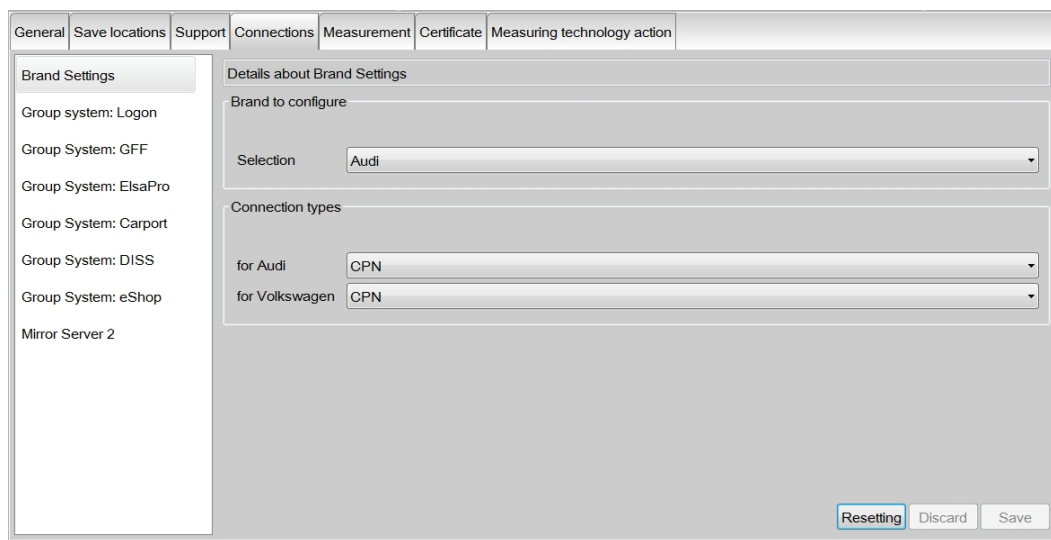
4.3 – Administration - Connections

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

4.3.1 – Brand Settings Data

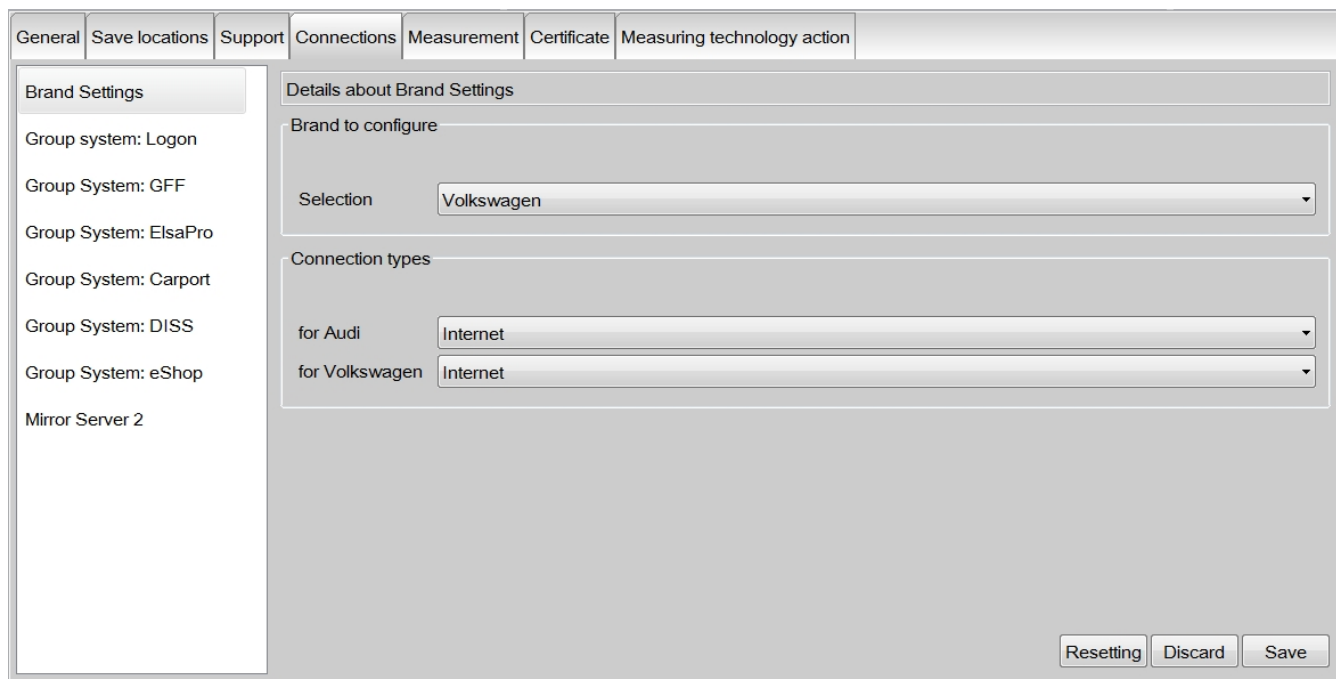
The connection to **VWAG Group systems** (to transmit GFF logs, etc.) is configured via **Brand settings**.

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



The screenshot shows the 'Brand Settings' configuration window. The 'Connections' tab is active. On the left, a sidebar lists various group systems: Logon, GFF, ElsaPro, Carport, DISS, eShop, and Mirror Server 2. The main area is titled 'Details about Brand Settings'. Under 'Brand to configure', the 'Selection' dropdown is set to 'Audi'. Under 'Connection types', the 'for Audi' dropdown is set to 'CPN' and the 'for Volkswagen' dropdown is also set to 'CPN'. At the bottom right, there are three buttons: 'Resetting' (highlighted in blue), 'Discard', and 'Save'.

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



This screenshot shows the same 'Brand Settings' configuration window, but with changes. The 'Selection' dropdown under 'Brand to configure' is now set to 'Volkswagen'. The 'for Audi' dropdown under 'Connection types' is set to 'Internet', and the 'for Volkswagen' dropdown is also set to 'Internet'. The 'Resetting' button is no longer highlighted. The 'Discard' and 'Save' buttons remain at the bottom right.



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 **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 23](#) prior to returning diagnostic device to service.

☐

Post-Setup Configuration steps completed. Proceed to Section 5.0 below as applicable.

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 the **device folder** on the desktop of the diagnostic device during the reinstallation process. The device folder was created during installation Phase 1.

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.

5.2 – Backup Device Folder on USB Flash Drive

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.

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**.