

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-14-03

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

Date: Feb. 21, 2014

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**.

New VAS 6150C Diagnostic Laptops and VAS 6160A Diagnostic Tablet devices are shipped with **Windows 7 and IE9**.

In addition, **Windows 7 installation DVDs (that include IE9)** are scheduled to arrive at dealerships during the weeks of February 24 and March 3, 2014. These DVDs are used to update existing, eligible devices in service with Windows 7. Instructions will be posted on ServiceNet when the DVDs are released.

However, please be aware that all new and existing VAS diagnostic devices with Windows 7 are subject to Windows online updates **that include IE10 and IE11**. **The installation of IE10 and/or IE11 from a Windows 7 update will impair ODIS Service web-based functions.**

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 configure the Windows automatic update setting on each VAS diagnostic device with Windows 7 to **check for updates** (no automatic download/install), and **disable IE10 and IE11** installations.

2.0 – Procedures

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.*

2.1 – Configure Windows Updates

Prerequisites:

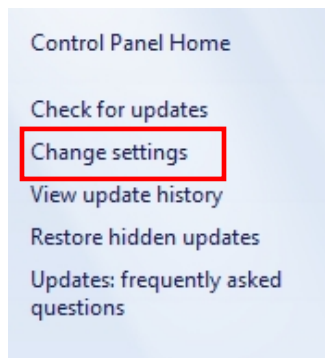
- ☐ VAS diagnostic device with Windows 7 Professional installed.
- ☐ Device plugged in to A/C power adapter and booted to Windows desktop.

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

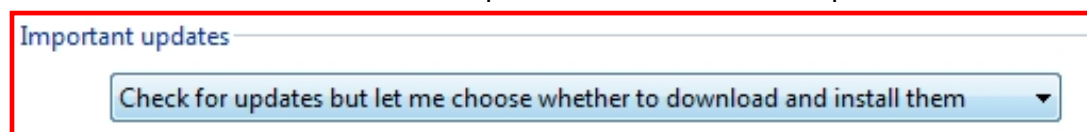


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- From the **Control Panel Home** menu (at left of frame), select **Change settings**:



- Select the **“Check... & ...choose”** update method from the dropdown as indicated below:



- Click **OK** (at bottom of frame):



- Close the **Control Panel** window.

2.2 – Disable IE10 and IE11 Download and Installation

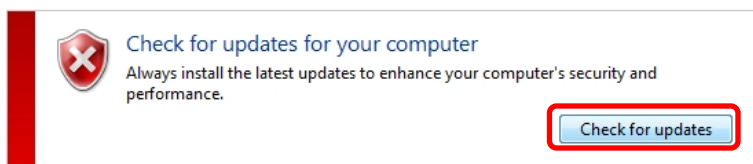
The following procedure describes disabling IE10 and IE11 on devices where **no Windows updates** (including IE10 and IE11) have been automatically downloaded, or downloaded and subsequently installed.

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



- Click **Check for updates**:

Windows Update

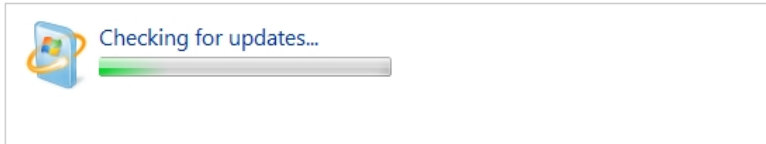


- An update prompt for **Windows Update** may or may not appear. **If so**, click **Install now** and **wait** while an update for Windows Update is installed.

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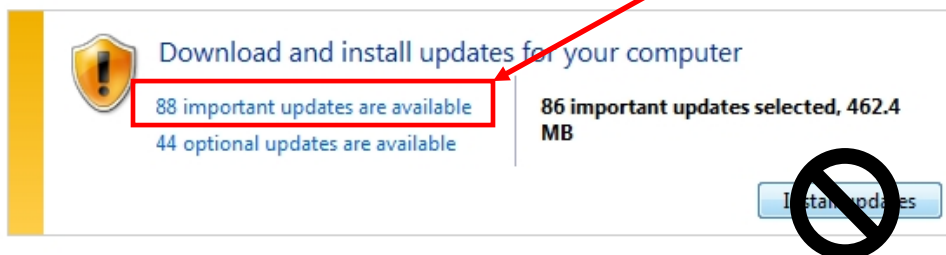
The system checks for updates:

Windows Update



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

Windows Update

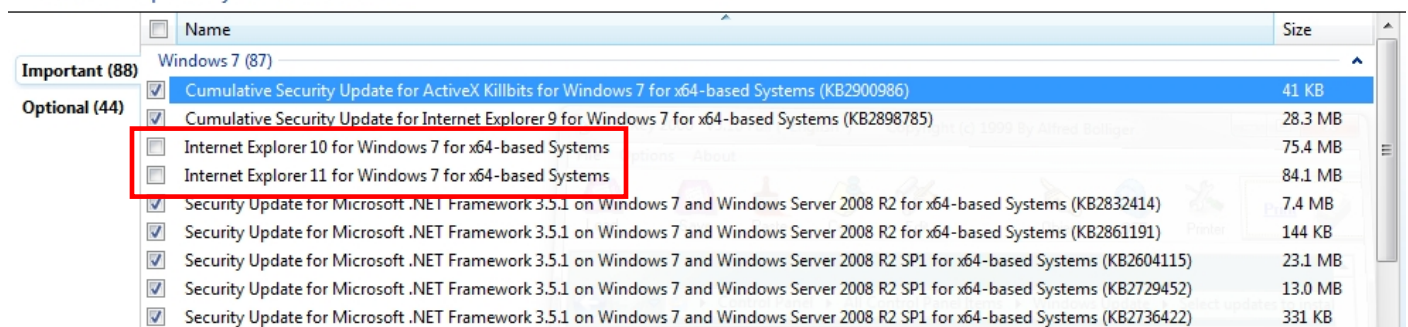


Note:

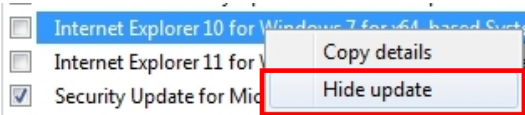
The number of updates illustrated above is for reference only! The number of available updates will always vary depending on type of device and date when available updates are checked.

5. Deselect the **Internet Explorer 10** and **Internet Explorer 11** updates from the update listing:

Select the updates you want to install



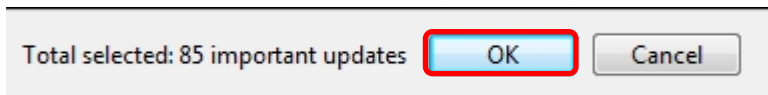
6. To prevent the IE updates from reappearing, **right click** the IE10 update and select **Hide update** from the dropdown. **Repeat** with the IE11 update:



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

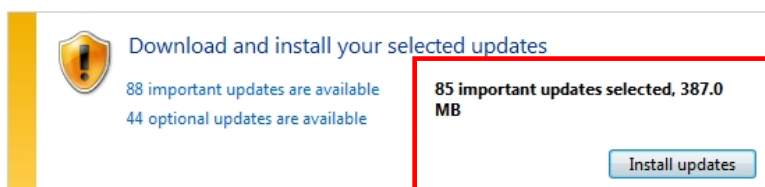
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7. To **defer until later**: Cancel and close the Windows update and heed the **ATTENTION!** information below.
8. To **download and install** the available updates: Click **OK** (at bottom of frame):



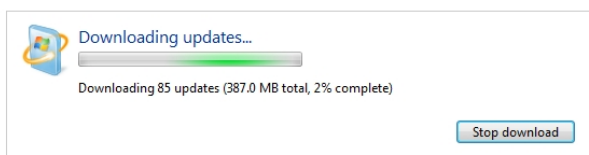
9. **Confirm** that the total number of updates reflects the **two IE versions** being de-selected, and then click **Install updates**:

Windows Update

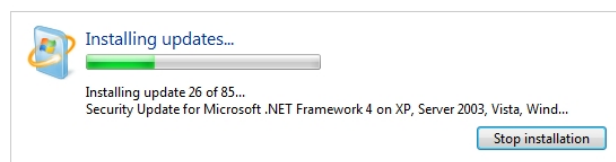


10. Accept any **Microsoft License Terms** if prompted, and then click **Finish**.
11. **Wait** while the updates are downloaded and installed (no user intervention is necessary):

Windows Update



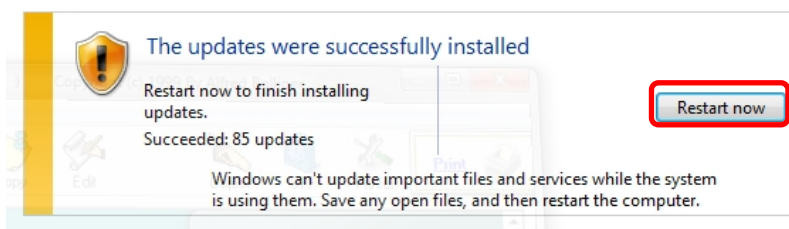
Windows Update



Allow 15 – 20 minutes for the update download and installation (network connection type and bandwidth dependent).

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!