

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-14-05

Subject: ODIS Service Installation Phase 1 - Preparation &
License Request Instructions (eShop)

Date: Feb. 25, 2014

Supersedes AOS-14-02 due to additional information.

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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 have previous experience loading software or do not understand these instructions, arrange to have a qualified person perform these procedures.**
- Heed all prerequisite requirements and notes, and **follow all instruction steps in the Section order given**, including instructions cross-referenced in documents posted on ServiceNet.
- Perform the procedures in an area that is quiet, clean and without distraction or interruption.
- **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

1.1 – General Information

The initial installation of ODIS Service on **VAS diagnostic devices** is broken down into **3 separate installation instruction “Phases”**.

All Phases (1 through 3) must be completed in order, on **one device at a time** through to completion prior to using ODIS Service. All installation phase documents **are published separately** on ServiceNet.

The **device preparation** and **license request** processes **are described in this document**. If an installed license is corrupted, or the original or backup copy of the license file is misplaced, use these instructions to request a replacement license.

Completion of these Phase 1 instructions is prerequisite to performing **ODIS Service Installation Phase 2 – Software Installation & Configuration**.

1.2 – License Request Process Overview

- After the recommended personnel and preparation steps are completed, license requests are submitted online via the **eShop** application administered by VWAG.
- An ODIS Service license request must be made via eShop for a diagnostic device based on its unique **hardware key**.
- The online license request must be made using the diagnostic device on which ODIS Service will be installed. The online process takes approximately 10 minutes.
- Regardless if license requests are made for a single brand franchise or a dual brand franchise, **only one license file is needed per device**. The license file determines the installation of brand-specific diagnostic data (single or dual).
- After submission, each license request is reviewed by AoA and approved as applicable.
- License files are delivered to the email address entered in the request. Please ensure that a valid email address is entered / confirmed in the request. AoA and VWAG are not responsible for misdirected license file delivery emails.
- License requests submitted **before 1:00 PM EST** will be approved along with license file delivery **within three hours**. License requests submitted **after 1:00 PM EST** may take **up to one business day** to be approved along with license file delivery.

2.0 – Process Recommendations

Individuals tasked with device preparation and license requests specified here must be competent with Windows fundamentals, computer software installation and configuration, and have access permission to the **eShop** and **eCRMS applications** on **accessaudi & ServiceNet**.

Access to an email account is also required.

We recommend that the same individual perform the entire installation process: Prepare the devices, request the license and manage receipt of the license file (Phase 1), install and configure the ODIS Service software (Phase 2), request and install the ODIS Service security certificate (Phase 3) and Infomedia Setup where applicable.

The directory navigation and prompt screenshots in this document are from **Windows 7**. Directory navigation etc. in Windows XP is similar; however, installers must be aware of the equivalencies where they may differ. Ask your dealership systems administrator or IT professional for assistance if necessary.

3.0 – Device Preparation

Checkboxes are provided throughout this document to note fulfilled prerequisites and completed sections.

3.1 – Diagnostic Device Eligibility

The following VAS diagnostic devices are currently eligible for ODIS Service installation:

✓	Model Number	Type	Notes:
	VAS 5051B	Console	• Windows XP only! • Minimum 1GB standard or upgraded RAM
	VAS 5052A	Tablet	• Windows XP only!
	VAS 6150	Laptop	
	VAS 6150A	Laptop	• Windows XP or Windows 7
	VAS 6150B		
	VAS 6150C		
	VAS 6160	Tablet	
	VAS 6160A		

ATTENTION!

Installation on commercially available laptop and tablet devices is not supported. License requests for devices other than those specified above are rejected.

3.2 – Device Hardware & Network Prerequisites

- ☐ **ONE** eligible device chosen as specified above.
- ☐ Device must have a functional CD/DVD drive and USB functions.
- ☐ Network connection via Ethernet cable or WLAN enabled.
- ☐ **Antivirus software temporarily disabled (where applicable).**
- ☐ Device connected to A/C power adapter and booted to Windows desktop.
- ☐ VAS Diagnostic Tablets: Connect USB mouse and keyboard for easier input.

3.3 – Supplementary Materials

Error-free license requests and software installations rely on **identifying** individual devices, **recording** individual device information, and **management** of the **license** file prior to software installation (Phase 2). To enable this, we recommend obtaining the following:

- ☐ Self-adhesive stickers or labels to mark new devices.
- ☐ One USB flash drive (empty recommended)
- ☐ Optional: Permanent marker

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3.4 – Assign Device ID

If the device **is an existing one** where a replacement license is requested, the previously-assigned device ID will suffice. Skip to **Section 3.5** below.

If the device **is new**, assign a **device ID** using the method suggested below:

1. Apply a **self-adhesive label** to device in a clean, conspicuous area.
2. Mark the device **model designation** along with a **numeric descriptor** on the label as per the following suggestion:

- **6150C_1, 6160A_1 = only one of each device in workshop service**
- **6150C_1, 6150C_2, 6150C_3 etc. = three 6150C laptops in workshop service.**

If self-adhesive labels are not available, neatly mark the **device ID** with permanent marker.

3.5 – Prepare USB Flash Drive

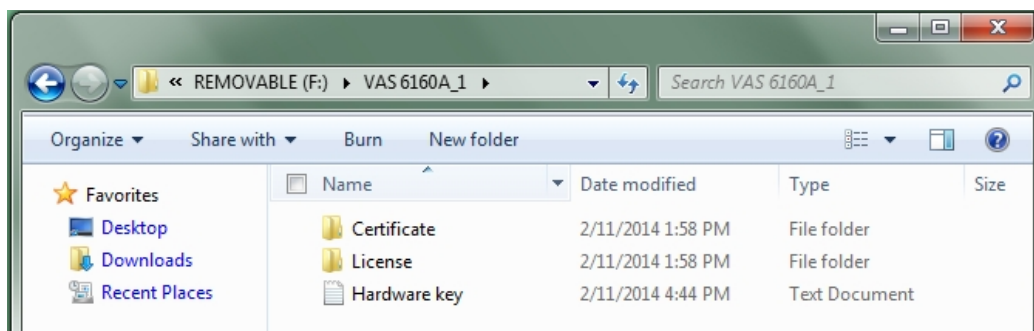
The diagnostic devices' alpha-numeric **hardware key** must be determined and recorded during the eShop license request process. The hardware key is specific to each individual diagnostic device and is associated with the ODIS Service license file.

When received, the **license** and **certificate** files that are specific to the device must be stored along with the recorded hardware key on a USB flash drive.

Following is a **suggested method** to prepare folders for the license and certificate files, and record the device hardware key.

1. Insert a **USB flash drive** into the diagnostic device.
2. **Open** the USB flash drive directory.
3. **Create** an empty folder and name it with the **device ID** assigned in **Section 3.4**.
4. **Open** the **device ID** folder and **create two subfolders**: Name one folder “**License**” and the other folder “**Certificate**”.
5. **Create** a new **Text** or **Rich Text** document. **Close and Save document as**: “**Hardware Key**”

When received, the license and certificate files are deposited in their respective folders. The hardware key and order number is also recorded in the prepared document. Example:



6. **Minimize** the **device ID** folder view in the USB directory.



Device Preparation steps completed. Proceed to [Section 4.0 – Page 5](#).

4.0 – License Request (eShop)

Prerequisites:

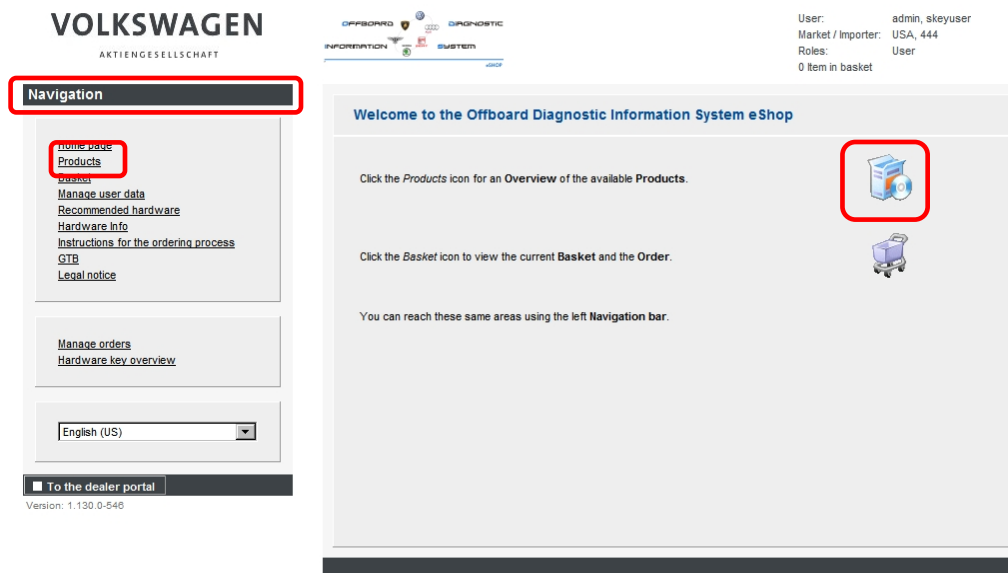
- ☐ All Section 3.0 - Preparation steps completed!
- ☐ **Reminder:** The license request **must be made using the diagnostic device where ODIS Service will be installed**. The saved license file is retrieved during installation Phase 2.

1. Launch Internet Explorer and logon to **ServiceNet**.
2. Navigate to: **Workshop Equipment > Offboard Diagnostic Information System Service (ODIS Service)**.
3. **Optional:** Logon to **accessaudi** and go to **My Page or Service > Related Sites**.
4. Click on the link to **ODIS eShop**.

Note:

First time users of eShop are prompted to register first before proceeding. Click the **Registration** icon and fill in the required information. When done, click the **Register** button, confirm the entered information, and then click **Back to home page**.

5. From the **Navigation** sidebar menu, click **Products**, OR click the **Products Icon**:



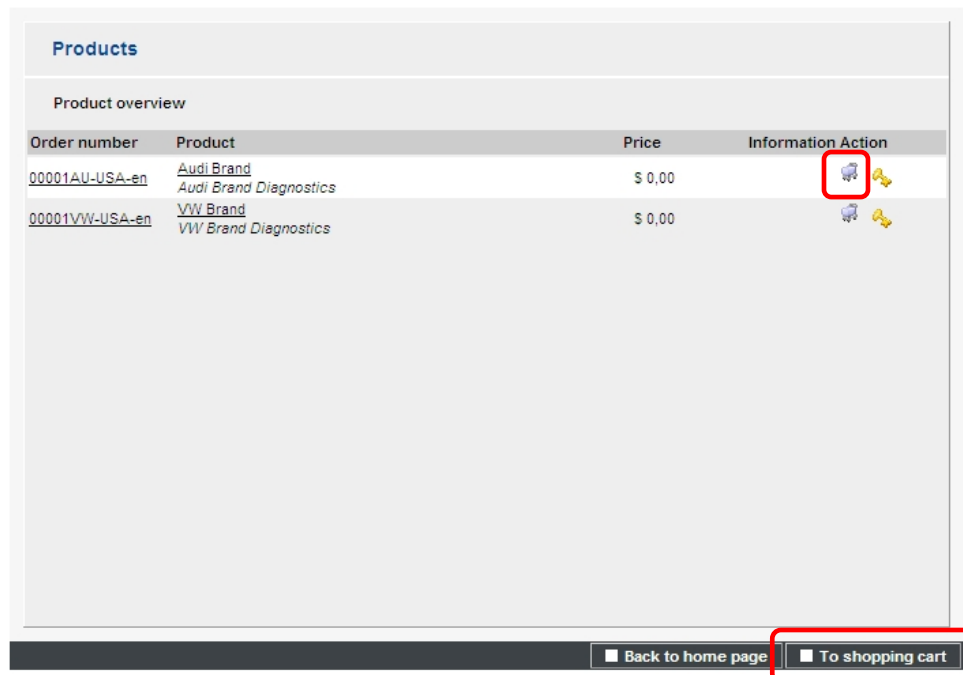
6. From the **Products** display, review the available US/CDN software subscription products by brand.

Notes:

- eShop logons for **single brand dealers** show only **one selectable brand “product”**. eShop logons for **dual brand dealers** show **both selectable brand “products”**.
- **Dual brand dealers must always select both brand products during the request process!**

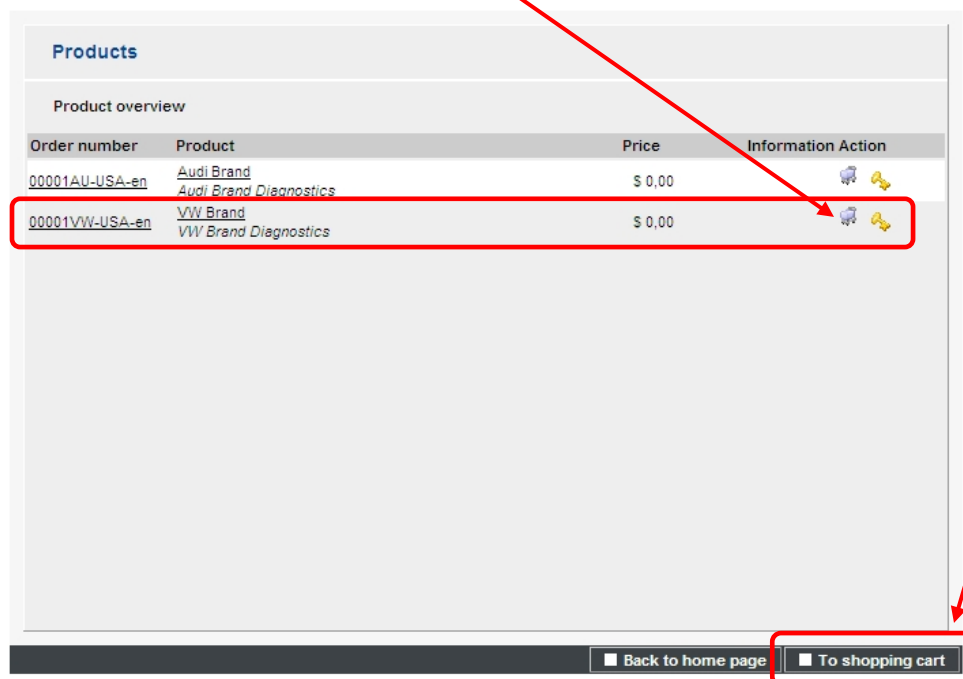
Continued... 6/

6. Click the **shopping cart icon** for a **brand product**, and then wait a moment:
If a request for a **single brand** dealer is made, click **To shopping cart**, or...



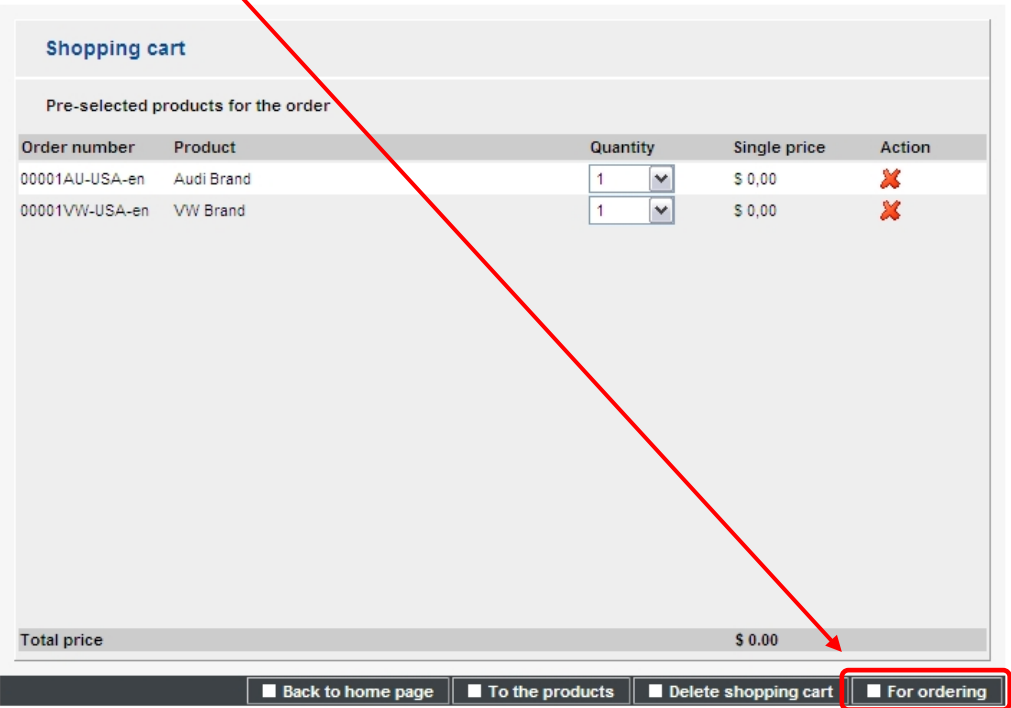
...if a request for a **dual brand** dealer is made:

Click the **additional brand shopping cart icon**, wait a moment, and click **To shopping cart**:



Continued... 7/

7. Click **For ordering**. **DO NOT** change the **Quantity** dropdown value (**1**):



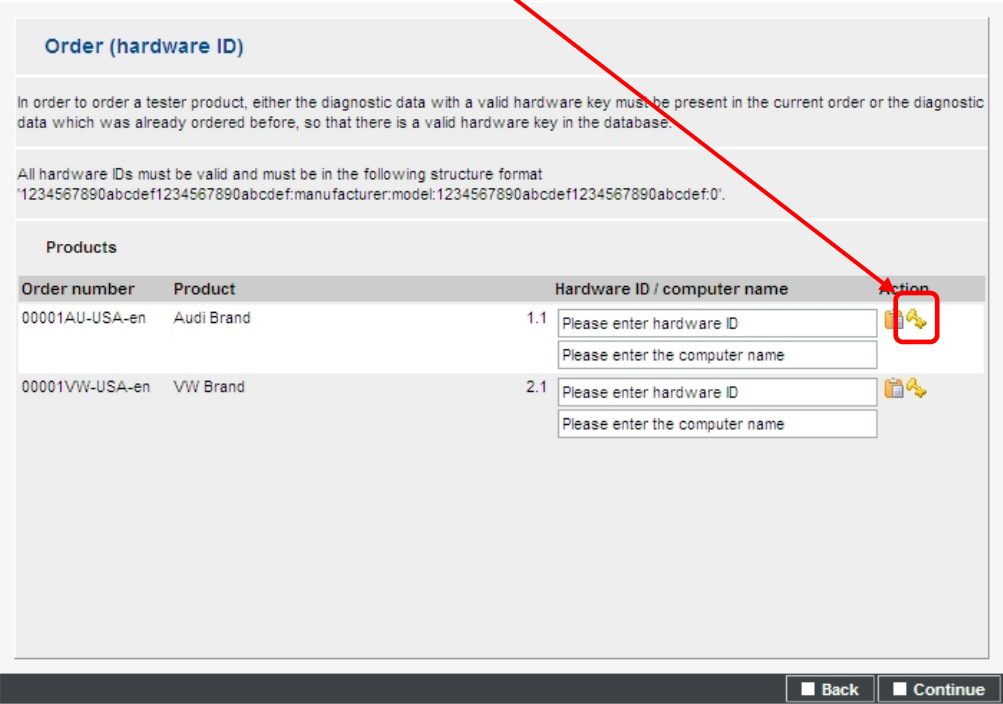
Shopping cart

Pre-selected products for the order

Order number	Product	Quantity	Single price	Action
00001AU-USA-en	Audi Brand	1	\$ 0,00	
00001VW-USA-en	VW Brand	1	\$ 0,00	

Total price \$ 0.00

8. Click the **hardware key icon** () for the first brand product as illustrated:



Order (hardware ID)

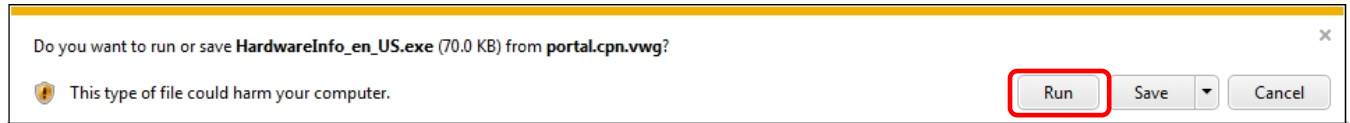
In order to order a tester product, either the diagnostic data with a valid hardware key must be present in the current order or the diagnostic data which was already ordered before, so that there is a valid hardware key in the database.

All hardware IDs must be valid and must be in the following structure format
"1234567890abcdef1234567890abcdef.manufacturer:model:1234567890abcdef1234567890abcdef:0".

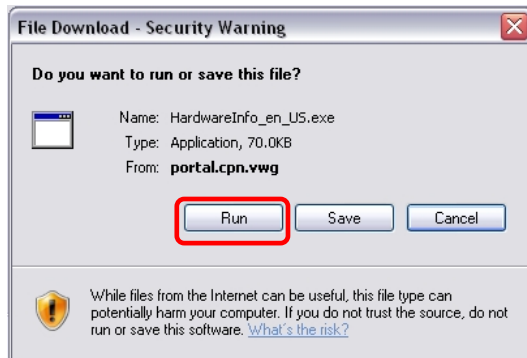
Products

Order number	Product	Hardware ID / computer name	Action
00001AU-USA-en	Audi Brand	1.1 Please enter hardware ID Please enter the computer name	
00001VW-USA-en	VW Brand	2.1 Please enter hardware ID Please enter the computer name	

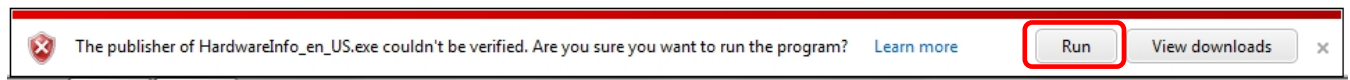
9. Click **Run** as applicable:



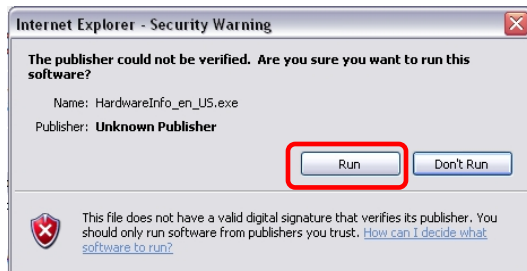
Or...



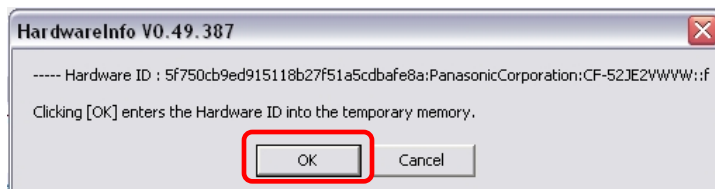
10. Click **Run** as applicable:



Or...

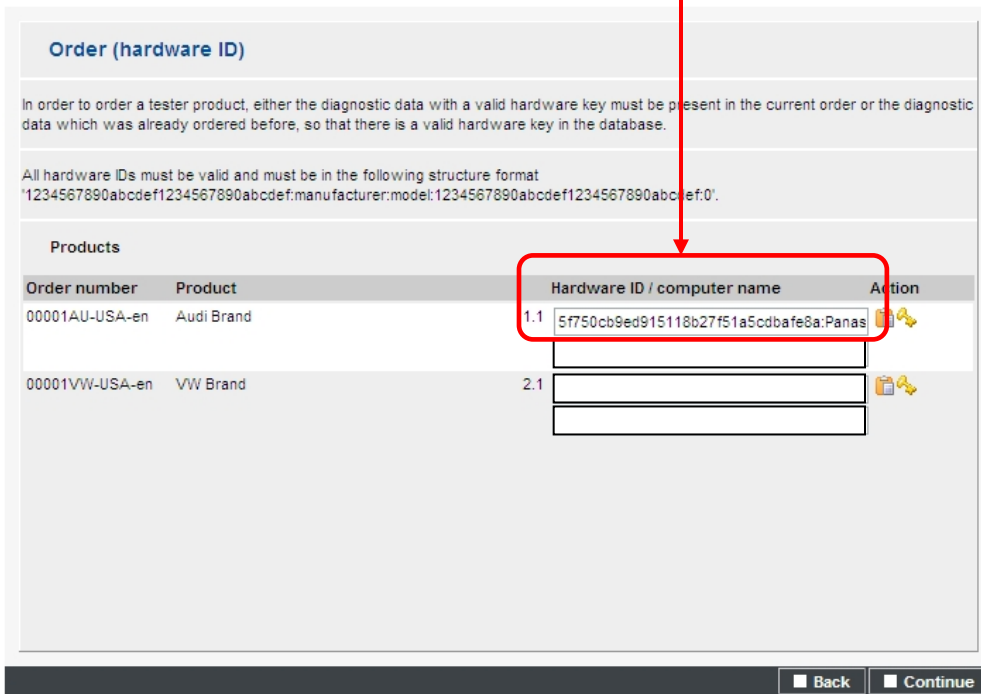


11. Click **OK**. The alpha-numeric **hardware key** is saved in Windows “clipboard” memory:



Continued... 9/

12. Left click the first **Hardware key** entry field, then **Paste** the hardware key in the field as illustrated:



Order (hardware ID)

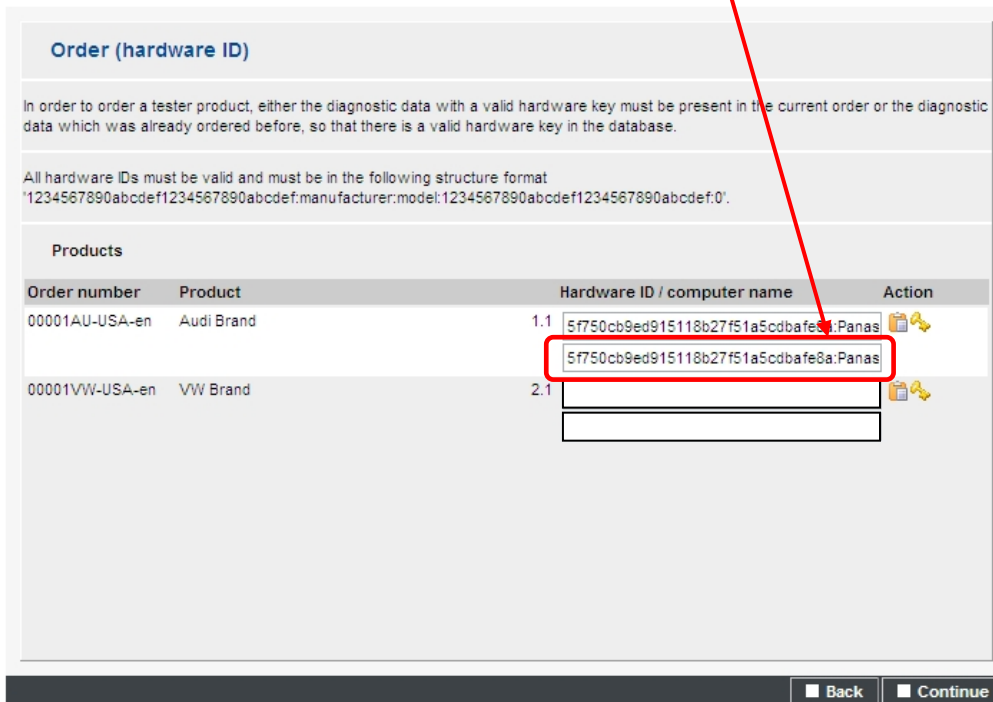
In order to order a tester product, either the diagnostic data with a valid hardware key must be present in the current order or the diagnostic data which was already ordered before, so that there is a valid hardware key in the database.

All hardware IDs must be valid and must be in the following structure format
'1234567890abcdef1234567890abcdef:manufacturer:model:1234567890abcdef1234567890abcdef:0'.

Order number	Product	Hardware ID / computer name	Action
00001AU-USA-en	Audi Brand	1.1 5f750cb9ed915118b27f51a5cdbafe8a:Panas	
00001VW-USA-en	VW Brand	2.1	

Back Continue

13. Left click the first **computer name** field. Wait while the hardware key automatically populates the field. If the key does not automatically populate the field, **Paste** the hardware key.



Order (hardware ID)

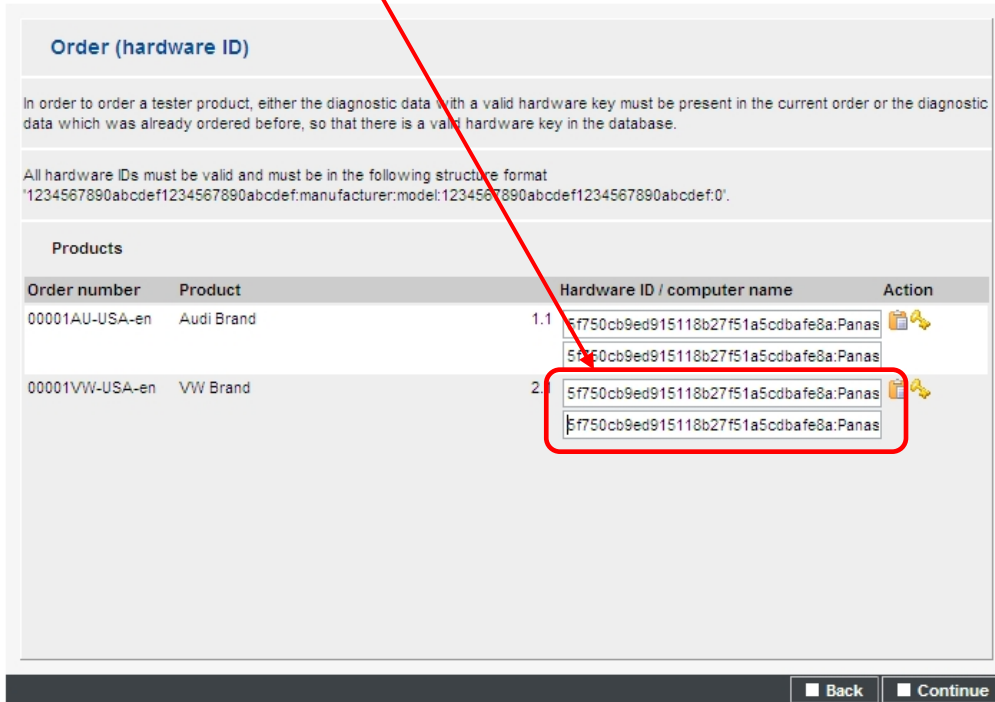
In order to order a tester product, either the diagnostic data with a valid hardware key must be present in the current order or the diagnostic data which was already ordered before, so that there is a valid hardware key in the database.

All hardware IDs must be valid and must be in the following structure format
'1234567890abcdef1234567890abcdef:manufacturer:model:1234567890abcdef1234567890abcdef:0'.

Order number	Product	Hardware ID / computer name	Action
00001AU-USA-en	Audi Brand	1.1 5f750cb9ed915118b27f51a5cdbafe8a:Panas	
00001VW-USA-en	VW Brand	2.1	

Back Continue

14. For dual Brand requests, repeat steps 12 and 13 to populate (Paste) the hardware key in the remaining Brand hardware key and computer name entry fields as illustrated:



Order (hardware ID)

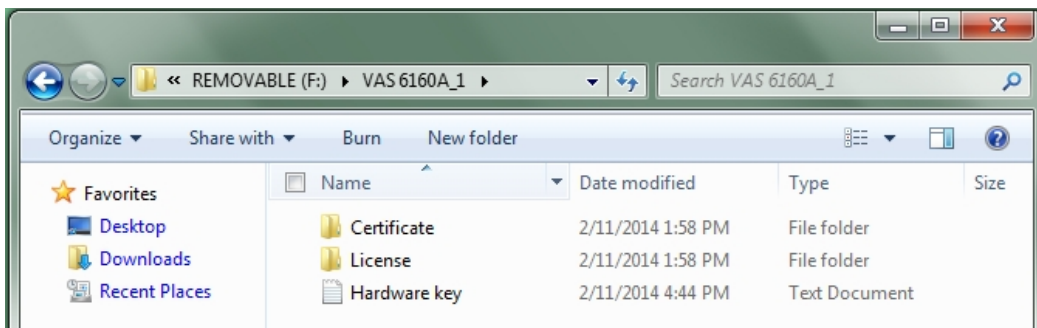
In order to order a tester product, either the diagnostic data with a valid hardware key must be present in the current order or the diagnostic data which was already ordered before, so that there is a valid hardware key in the database.

All hardware IDs must be valid and must be in the following structure format:
"1234567890abcdef1234567890abcdef:manufacturer:model:1234567890abcdef1234567890abcdef:0".

Order number	Product	Hardware ID / computer name	Action
00001AU-USA-en	Audi Brand	1.1 5f750cb9ed915118b27f51a5cdbafe8a:Panas	
00001VW-USA-en	VW Brand	2. 5f750cb9ed915118b27f51a5cdbafe8a:Panas	

Back Continue

15. Minimize the Internet Explorer window with the current eShop session.
16. Restore the device ID folder view in the USB directory window:



17. Open the "Hardware key" document created earlier.
18. Paste the hardware key (saved in clipboard memory) into the document.
19. Save and Minimize the document.
20. Minimize the USB directory window
21. Restore the Internet Explorer window with the current eShop session.

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22. Confirm the **hardware key** is saved in All Hardware key / computer name entry fields as illustrated, and then click **Continue**:

Order (hardware ID)

In order to order a tester product, either the diagnostic data with a valid hardware key must be present in the current order or the diagnostic data which was already ordered before, so that there is a valid hardware key in the database.

All hardware IDs must be valid and must be in the following structure format
'1234567890abcdef1234567890abcdef:manufacturer:model:1234567890abcdef1234567890abcdef:0'.

Order number	Product	Hardware ID / computer name	Action
00001AU-USA-en	Audi Brand	1.1 5f750cb9ed915118b27f51a5cdbafe8a:Panas 5f750cb9ed915118b27f51a5cdbafe8a:Panas	
00001VW-USA-en	VW Brand	2.1 5f750cb9ed915118b27f51a5cdbafe8a:Panas 5f750cb9ed915118b27f51a5cdbafe8a:Panas	

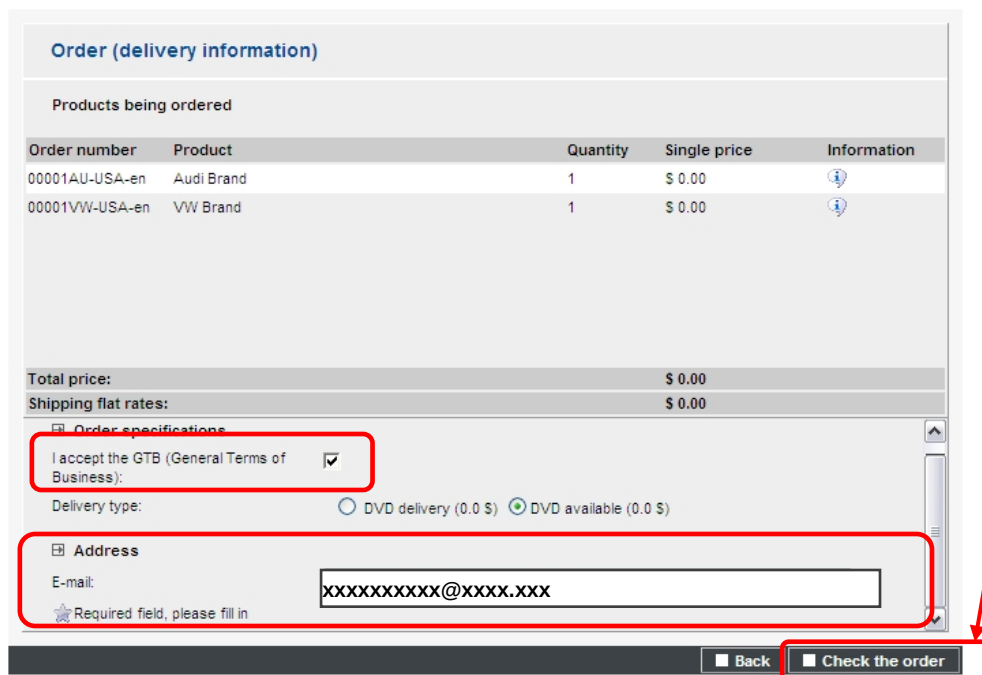
ATTENTION!

All Hardware key AND computer name entry fields **MUST** contain the hardware key from the device where the license request is made.

License requests with Hardware key / computer name fields containing any information other than the hardware key are rejected!

Continued...12/

23. **Confirm** that the requested products appear in the top portion of the **Order (delivery information)** display.
24. **Check** the **I accept the general terms of business** selection, **enter the email address** to which the license file will be delivered in the mandatory field, and then click **Check the order**:



Order (delivery information)

Products being ordered

Order number	Product	Quantity	Single price	Information
00001AU-USA-en	Audi Brand	1	\$ 0.00	
00001VW-USA-en	VW Brand	1	\$ 0.00	

Total price: \$ 0.00
Shipping flat rates: \$ 0.00

Order specifications

I accept the GTB (General Terms of Business): ☒

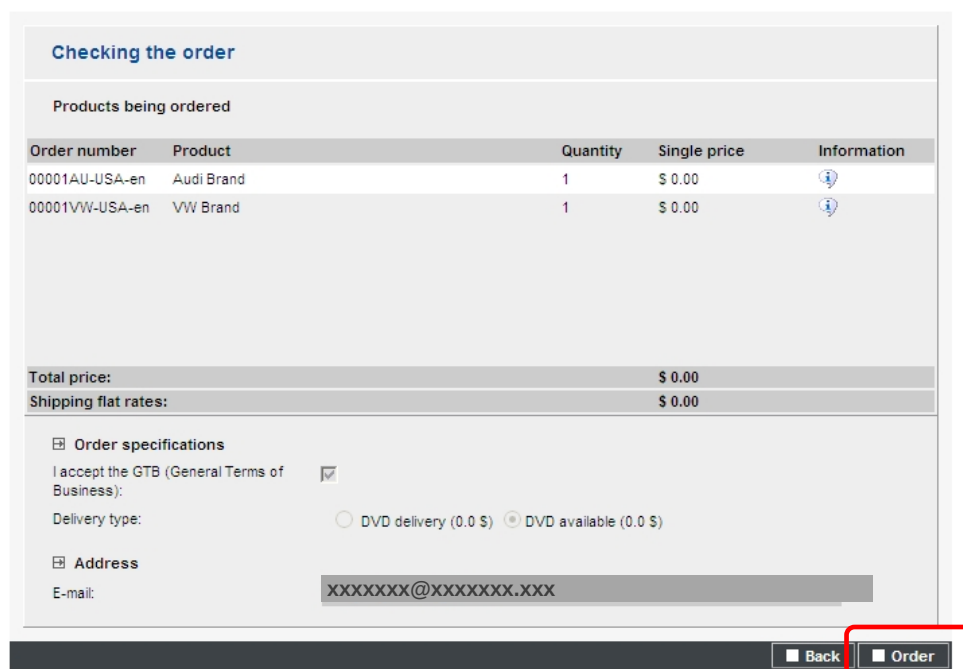
Delivery type: ☐ DVD delivery (0.0 \$) ☒ DVD available (0.0 \$)

Address

E-mail:

Required field, please fill in

25. **Confirm** the saved email address. Click **Order** to submit the license request:



Checking the order

Products being ordered

Order number	Product	Quantity	Single price	Information
00001AU-USA-en	Audi Brand	1	\$ 0.00	
00001VW-USA-en	VW Brand	1	\$ 0.00	

Total price: \$ 0.00
Shipping flat rates: \$ 0.00

Order specifications

I accept the GTB (General Terms of Business): ☒

Delivery type: ☐ DVD delivery (0.0 \$) ☒ DVD available (0.0 \$)

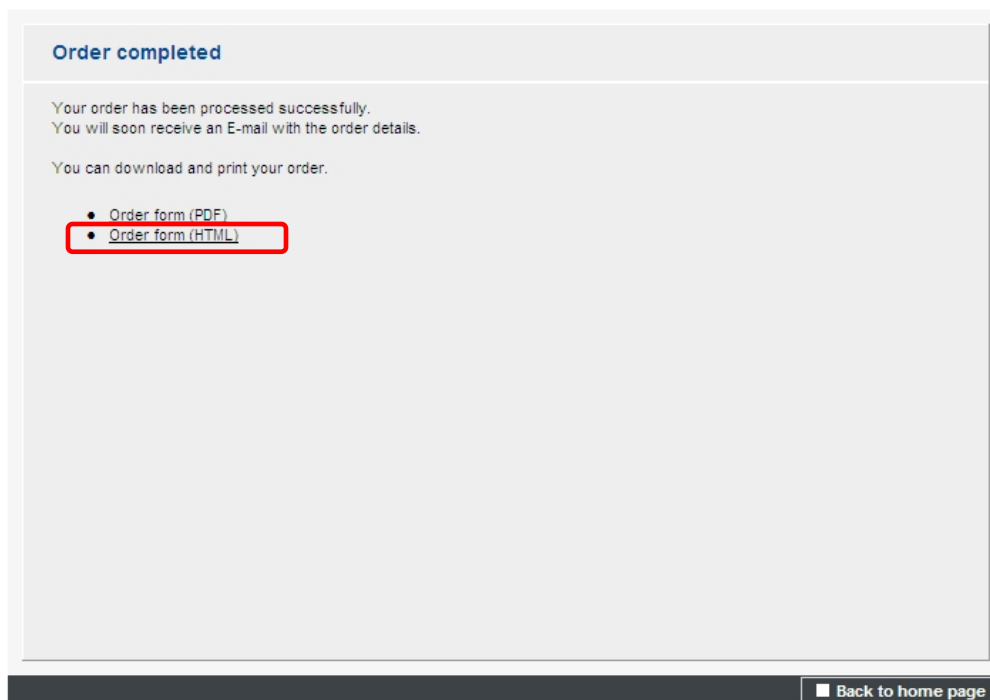
Address

E-mail:

26. Click on **Order confirmation (HTML)**:

Note:

DO NOT click on **Order confirmation (PDF)**! A prompt to accept a German language Adobe Acrobat license may appear and the screen may lock.



27. **Locate** and note the **Order Number** from the HTML document.

28. **Restore** the “**Hardware key**” document previously created.

29. **Record the order number and request date** in the hardware key document for future reference.

ATTENTION!

In order to prevent license file installation errors during Installation Phase 2, it is imperative that each hardware key is accurately associated with a device ID and license request order number.

Accurate record-keeping now will prevent problems and delays later!

30. **Close** the order confirmation HTML and hardware key document.

31. From the **Navigation** menu, click **To the dealer portal**.

32. From the Dealer portal, click Logout and then **Close Internet Explorer**.

33. **Safely remove / eject** the USB flash drive and retain for the license file management steps that follow.

☐ License Request steps completed. Proceed to [Section 5.0 – Page 14](#).

5.0 – License File Management (USB Flash Drive)

Two separate emails are sent to the email address entered in the license request.

The first email confirms receipt of the request and submission for approval. When the request is approved, a second email is sent that includes the license file as an attachment.

ATTENTION!

The email containing the license file may be titled: “Offboard Diagnostic Information System certificate”.

The “certificate” terminology in the email title is in error, and must not to be confused with the Security Certificate process described in Installation Phase 3.

On receipt of the **license file email**, proceed as follows:

1. **Note** the **order number** from the email.
2. Insert the prepared USB flash drive on the PC or laptop **running the email program**.
3. **Open** the USB directory.
4. **Locate** and **Open** the **device ID** folder and prepared “**Hardware key**” document.
5. **Confirm** that the **order number** recorded in the hardware key document matches the **order number** in the license file delivery email.
6. If the order numbers match, **Copy the license file** (license.dat) attachment from the email
7. **Paste the license file** into the “**License**” subfolder.
8. **Close** all documents and folders.
9. **Safely remove / eject** the USB flash drive and retain for Installation Phase 2.

License Request and File Management steps completed. Proceed with installation Phase 2.
Refer to **Service Information – ODIS Service** document title: **ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions**.