



Das Auto.

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-14-26

Subject: Common Online Update Failure Causes

Date: Oct. 10, 2014

Supersedes VOS-13-24 due to additional information.

The table below lists the most frequent causes for online update failures determined by the DTSS Team.

Causes are listed along with corresponding resolution information and cross-references to supporting Service Information documents:

#	Cause	Resolution Information (Service Information – ODIS Service documents)
1	ODIS Service “ Connections ” configuration was not changed from “ CPN ” to “ Internet ” after software installation.	Refer to Section 4.3.1 in the ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions document.
2	Security Certificate not installed after software installation.	Refer to the ODIS Service Installation Phase 3 – Security Certificate Request & Installation Instructions document.
3	Mirror Server2 URL not reset to default.	<ul style="list-style-type: none">- Refer to Section 4.3.2 in the ODIS Service Installation Phase 2 – Software Installation & Configuration document.- If the mirror server URL does not appear as: https://mirrorserver2.vwvhub.com/day/ click the Reset button and Save the change.- Also confirm the User and Password fields are empty.
4	Dealership network bandwidth insufficient or unreliable.	Refer to Section 4.0 in the Online Update Guide document.
5	Mirror Server2 URL blocked by dealership network firewall or anti-virus software.	Refer to the Required Open Internet Addresses (URLs) document.
6	ODIS Service software not set to run as administrator.	Refer to the Preventing Update failures – Administrative Settings and Anti-Virus Software document.
7	Anti-virus software prevents installation.	

Additional information on the online update process is found in **Service Information – ODIS Service** document title: **Online Update Guide**

Notes:

- *Insufficient or unreliable internet bandwidth, network security restrictions and anti-virus software may require dealership Systems Administrator involvement to resolve. Please ask for their assistance where applicable.*
- *Please ensure that the settings, Security Certificate installation and URL access specified above are in place **before** calling the DTSS Helpline for assistance.*