Service Information

Das Auto.

Offboard Diagnostic Information System Service (ODIS Service) **Number: VOS-14-07**

Subject: ODIS Service Installation Phase 3 - Security Certificate Request & Installation Instructions **Date: Feb. 26, 2014**

Supersedes VOS-13-13 due to major revisions.

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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

An **ODIS Service Security Certificate** is required on each diagnostic device connected to VWAG Group Systems for vehicle immobilizer adaptations, SVM, online software updates and ElsaPro - Infomedia.

The certificate **is associated with the device hardware key and installed license.**

Use this document to request and install a security certificate on VAS diagnostic devices where **a security certificate was not previously installed** or to **request and install a replacement certificate. ODIS Service** installation Phases 1 through 3 must be completed on all new devices and existing devices where the operating system was updated or recovered prior to using ODIS Service for vehicle diagnosis.

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2.0 – Preparation

Important preparation prerequisites must be fulfilled prior to proceeding!

2.1 – Request Resources Checklist

✓	Request Resources Checklist
	Person performing certificate request has access permission to the eCRMS application on vwhub*
	Network desktop PC or laptop connected to a printer available
	☐ Fax machine available or ☐ Scanner and network desktop PC or laptop with email program available
	*Access is granted by the Dealership Systems Administrator

2.2 – Device and Software Checklist

✓	Hardware Key Checklist
	New Devices – New Request: ☐ ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) completed ☐ ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions completed ☐ The latest version of ODIS Service installed
	Existing Devices – Replacement Request: ☐ The latest version of ODIS Service installed
	Prepared USB flash drive with device ID folder containing recorded hardware key and "License" and "Certificate" subfolders (as per Phase 1 instructions – Section 3.5) available
	Folder with recorded hardware key and "License" and "Certificate" subfolders and copied to the Windows® desktop or other location on device (as per Phase 2 instructions – Section 5.0)

ATTENTION!

DO NOT proceed with the certificate request process if…

- You do not have access permission to the eCRMS application on vwhub.
- ODIS Service is not installed.
- The diagnostic device hardware key was not recorded in a text document and saved either on the device's Window desktop or USB flash drive.

The hardware key must be copied from where it is recorded in an electronic document and pasted into the eCRMS interface. Manual (typed-in) entry is not possible!

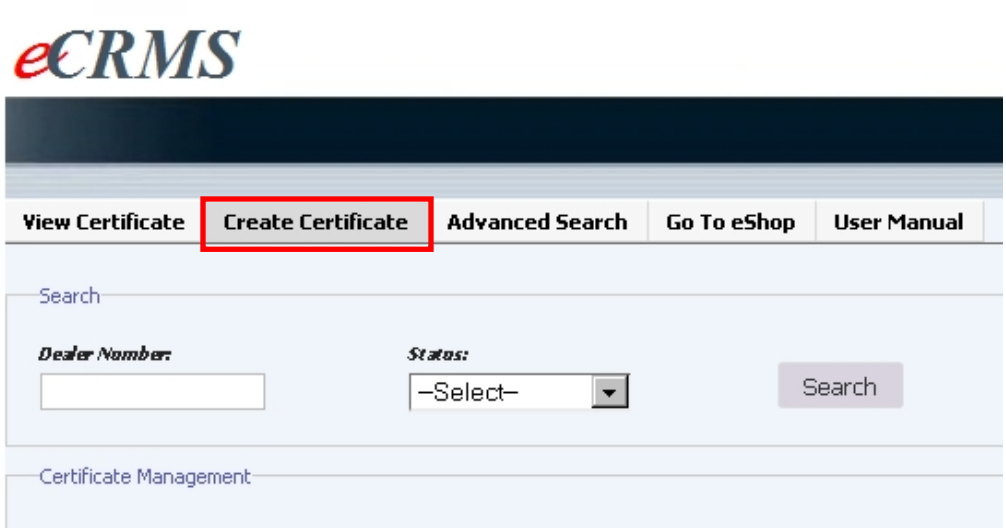
	Preparation steps completed. Proceed to Section 3.0 – Page 3.

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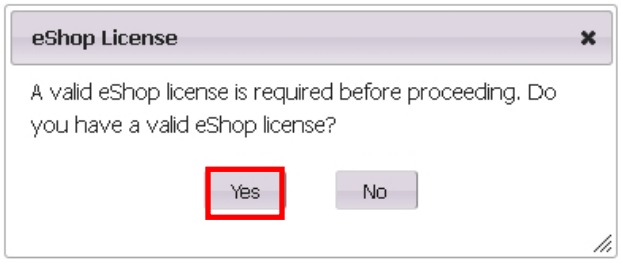
3.0 – Certificate Request & File Management

3.1 – Certificate Request via *eCRMS*

1. Insert the prepared **USB flash drive** into available port on a network PC or laptop connected to a printer.
2. **Open** the USB flash drive directory.
3. **Start Internet Explorer** and **Logon** to **vwhub**.
4. Select the **My Hub** or **Service** category.
5. From the **Related Sites** menu (far left) click on **ODIS Certificate Request Mgmt. System (*eCRMS*).**
6. Complete the ***eCRMS*** logon.
7. Select **Create Certificate:**



8. The eShop license referred to below is the ODIS Service license file that was installed during the Installation Phase 2 process. Click **Yes:**



The *eCRMS* request interface appears.

Information must be entered in all request interface fields marked with an asterisk (*)

9. **Enter all** applicable information as required in the **Dealer/Site Information** and **Contact Information** sections.

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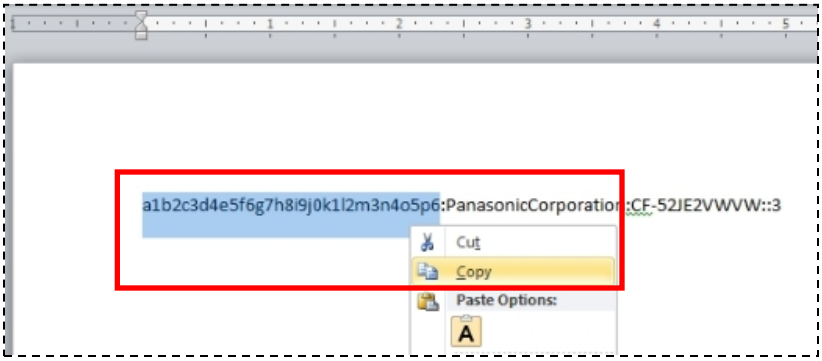
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10. **Enter** the **diagnostic device** information in the **Device Information** section as follows:

   a. **Minimize** the eCRMS browser session and **navigate to the USB flash drive directory or other location with the recorded hardware key.**

   b. **Open** the applicable **device ID folder** and/or document with the recorded **hardware key**.

   c. **Select** and **Copy the first 32 characters (only)** of the **hardware key.** Example:



The characters are saved in Windows “clipboard” memory.

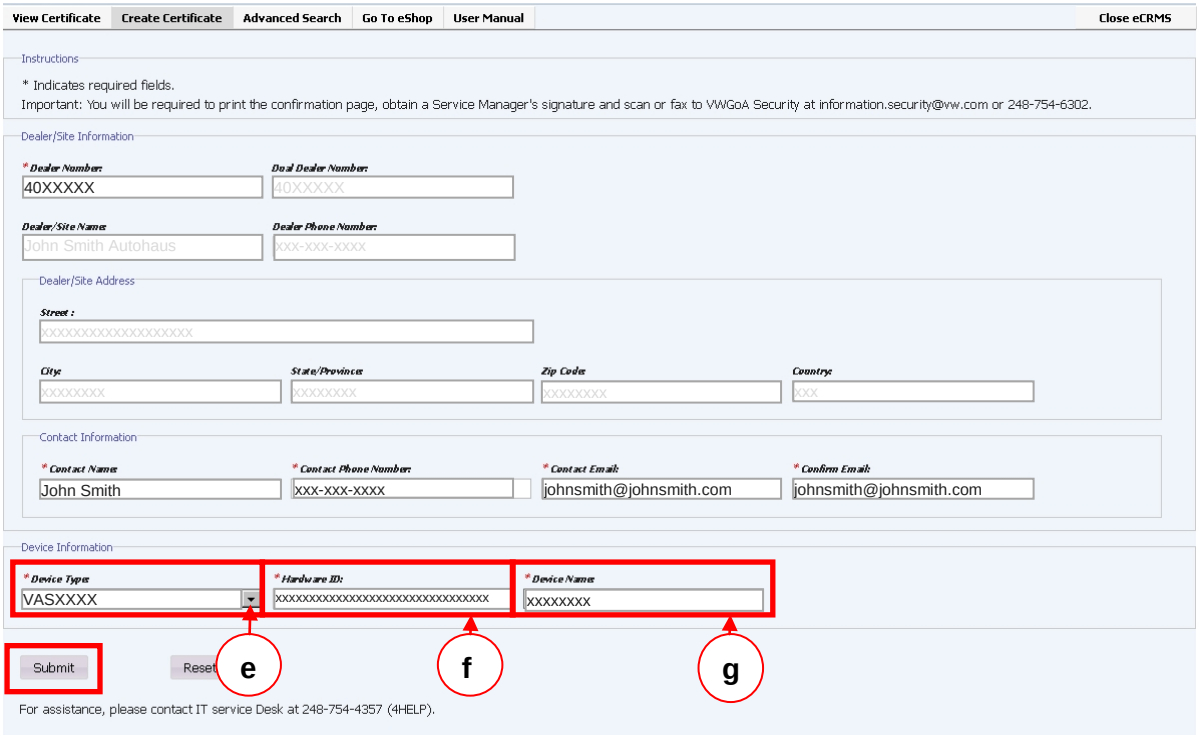
   d. **Restore** the ***eCRMS*** browser session.

   e. In the ***Device Type** field, Select the device type from the **dropdown menu.**

   f. In the ***Hardware ID** field, **use Windows keystroke combination Ctrl + V** to **Paste** the **32-character Hardware Key** into the field. (Manual entry is not possible).

   g. In the ***Device Name** field, **Enter** the corresponding, assigned **device ID.**

When all **required information fields (*)** are filled in, click **Submit:**



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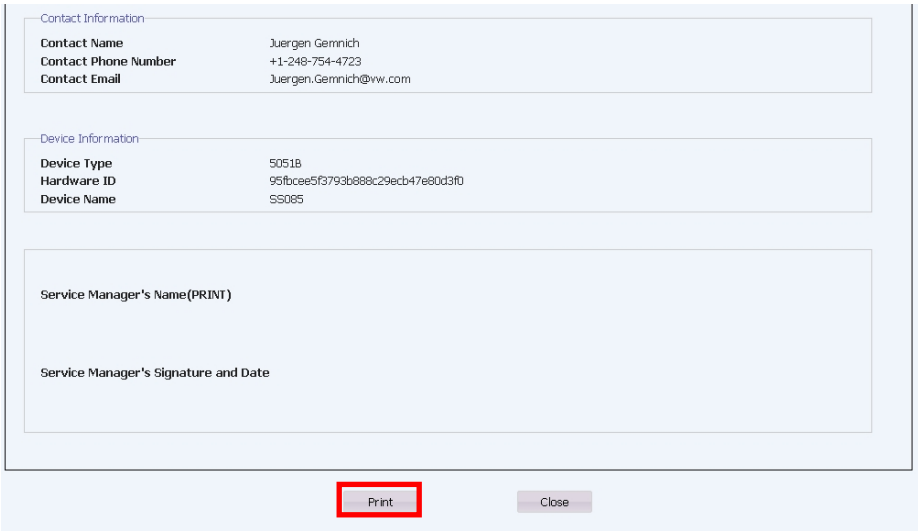
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Note:
*The **device ID must be** accurately associated with its **hardware key** in the preceding step. The **device ID** and **hardware key** entered above will appear next to the certificate file **staged in eCRMS** during the **Certificate Management** steps that follow.*

11. **Note** the **email address** and/or **fax number** from the **Important** dialog message. Click **OK**:



12. **Print** the confirmation page (click **Print):**



13. In the **printed copy**, fill in the **Service Manager's name**.
14. Have your Service Manger **sign and date** the printed copy.
15. **Fax** the printed form to **(248) 754-6302** or **scan and email form** to **information.security@vw.com**
16. **Safely remove /eject** the prepared USB flash drive.
17. Retain USB flash drive for the Certificate Management steps that follow.

When the certificate request is approved:

- The certificate is created and staged for download in ***eCRMS.***
- An email is sent, instructing you to logon to ***eCRMS*** to locate and download the certificate.

***Note:** Certificate request confirmation emails can be expected **within one working day** from the time of submission.*

☐ **Certificate Request steps completed. Proceed to Section 3.2 – Page 6.**

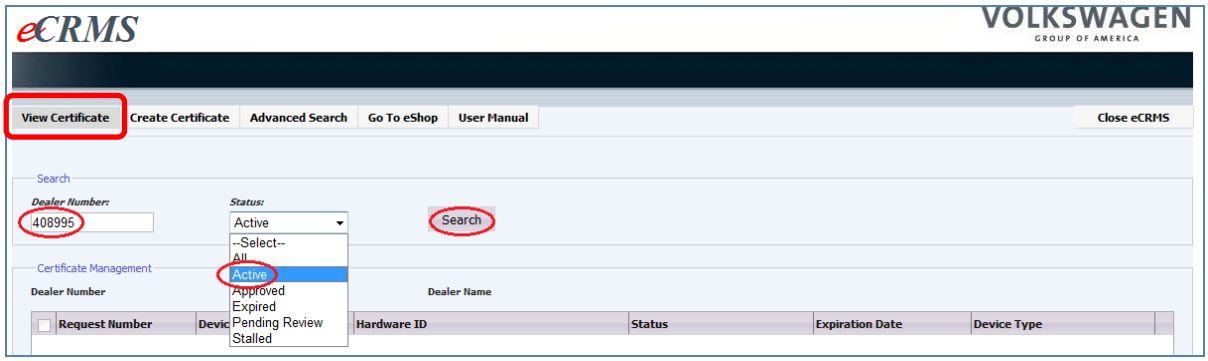
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3.2 – Certificate File Management

Prerequisites:

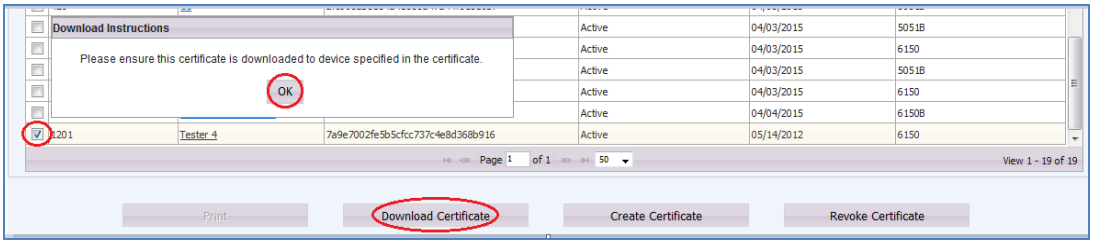
- ☐ *Certificate confirmation email received.*
- ☐ *Prepared USB Flash drive on hand.*

1. Insert prepared **USB flash drive** into available port on a network PC or laptop.
2. Logon to **vwhub** and navigate through **My Hub** or **Service > Related Sites > ODIS Certificate Request Mgmt. System (eCRMS).** A new browser window will open.
3. Logon as necessary and then select **View Certificate:**
4. **Enter** your **Dealer Number,** select **Status: Active,** and click **Search:**

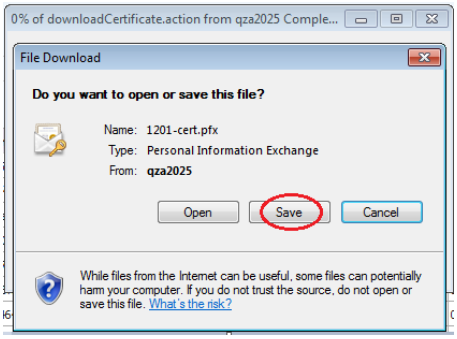


A screen with active certificate(s) for the dealership appears:

1. Note the **Device ID** associated with a posted certificate and place a checkmark (✓) next to the certificate number:
2. Click **Download Certificate:** Note the **Download Instructions** dialog, and click **OK:**



3. **Navigate** to the applicable **Device ID** folder on the prepared USB flash drive, and **Save** the certificate in the **Certificate** subfolder:

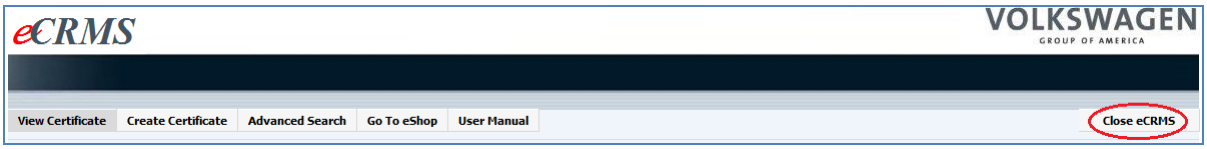


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Ensure certificate file appears as being saved in the applicable **Certificate** subfolder.

4. Select **Close eCRMS:**



5. **Safely remove /eject** prepared USB flash drive
6. Retain USB flash drive for certificate installation. Ref. Section 3.0.

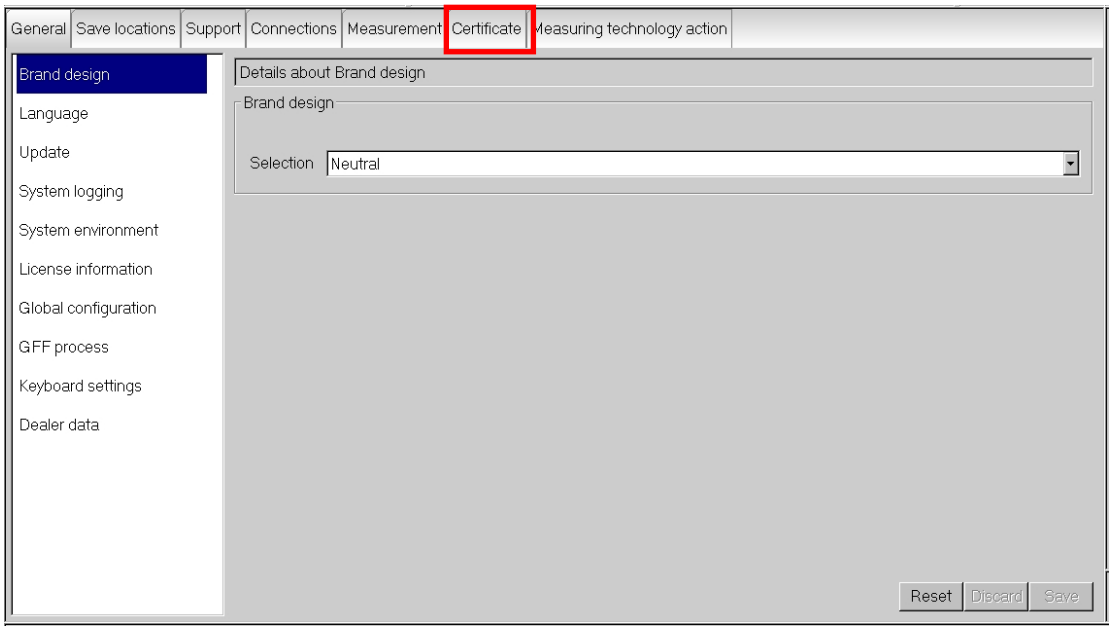
☐ **Certificate Management steps complete**

4.0 – Certificate Installation

Prerequisites:

- ☐ *Diagnostic device plugged in to A/C power adapter and booted to Windows desktop.*
- ☐ *Note the **device ID** of the device on which the certificate installation is being made.*
- ☐ ***VAS 5052A:** Recommend connecting USB mouse and keyboard for easier input.*
- ☐ *Prepared **USB flash drive with saved certificate file** on hand.*

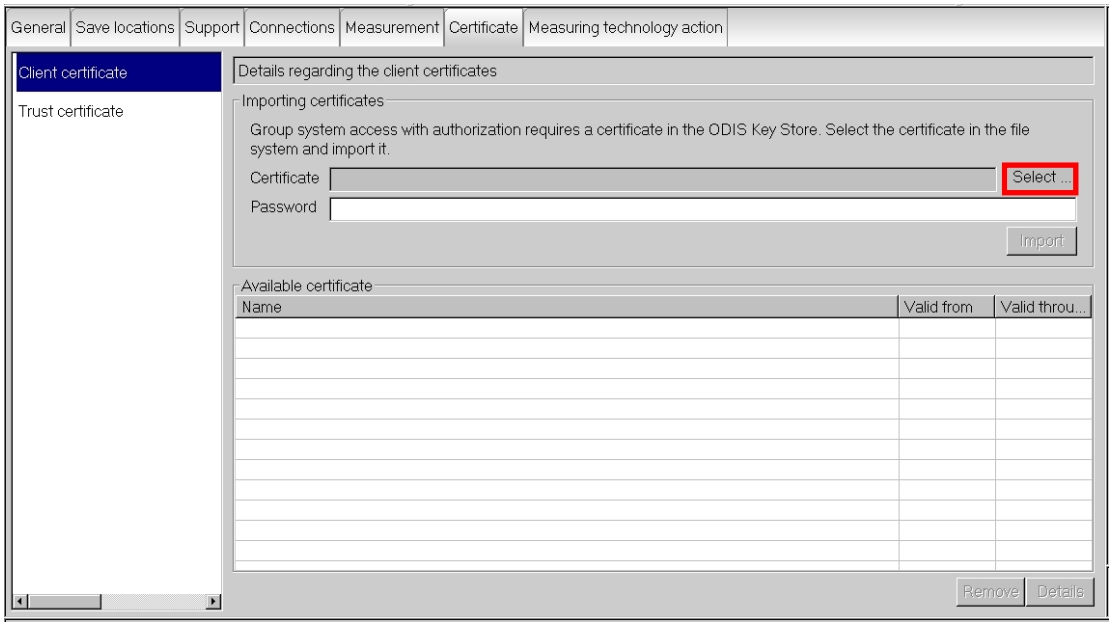
1. Insert prepared **USB flash drive** into diagnostic device requiring certificate installation.
2. From the Windows desktop, click the **DiagStarter** icon.
3. Select **Offboard Diagnostic Information System Service**.
4. From the ODIS Service main screen, select the **Admin** operating mode:
5. Click the **Certificate** tab:



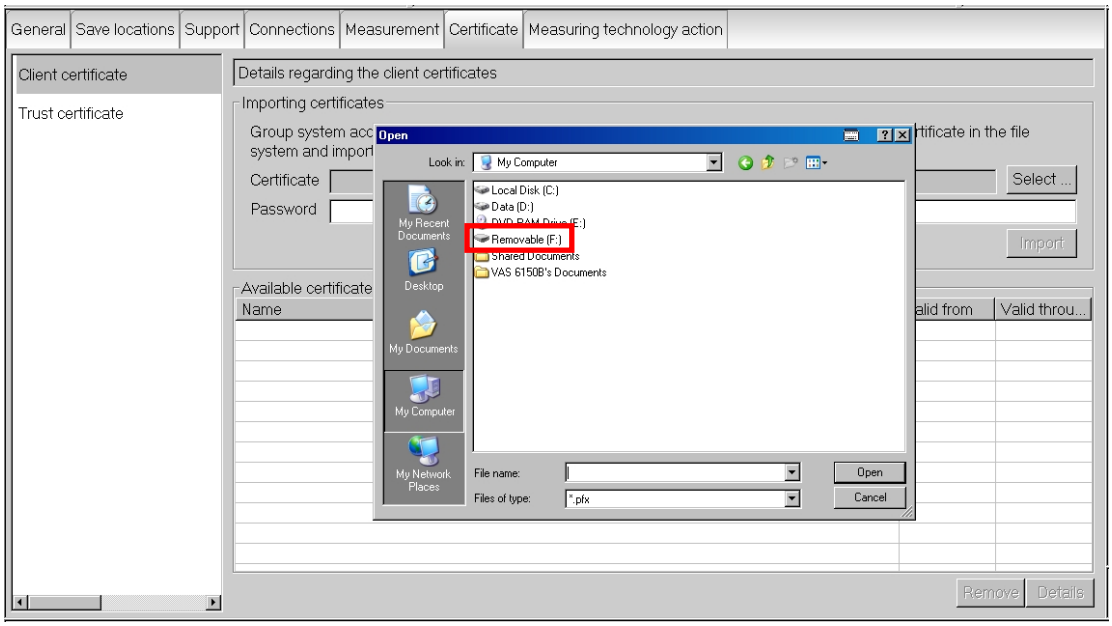
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6. Click **Select:**



6. Navigate to directory for **USB flash drive: "Removable…" (_:):**

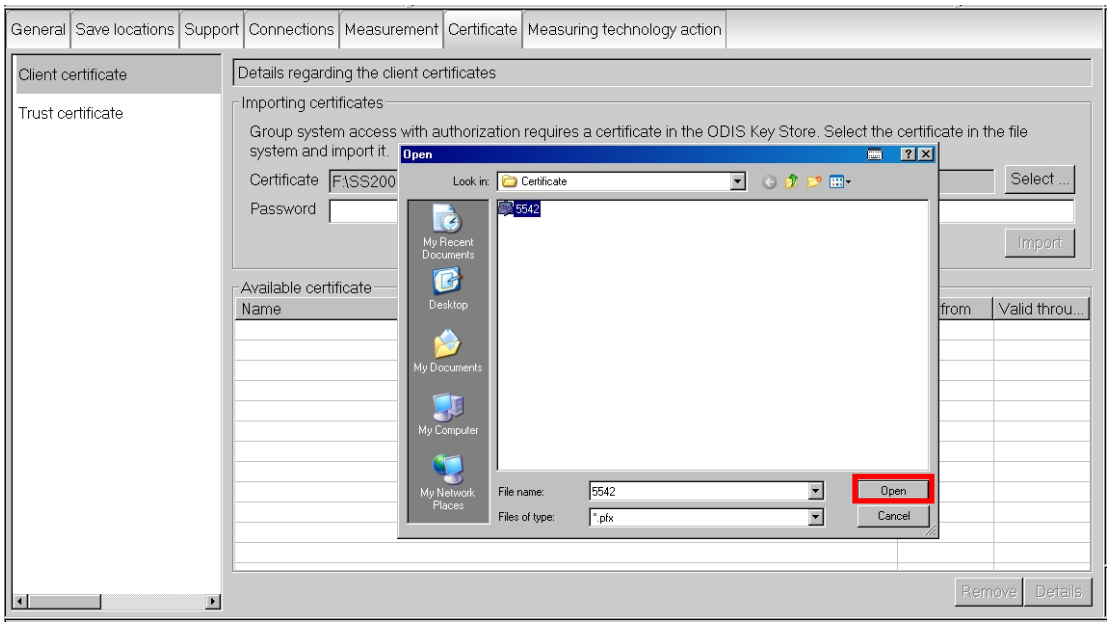


7. **Open** the USB Flash drive directory and navigate to the **Device ID** folder for the device on which the certificate installation is being done.

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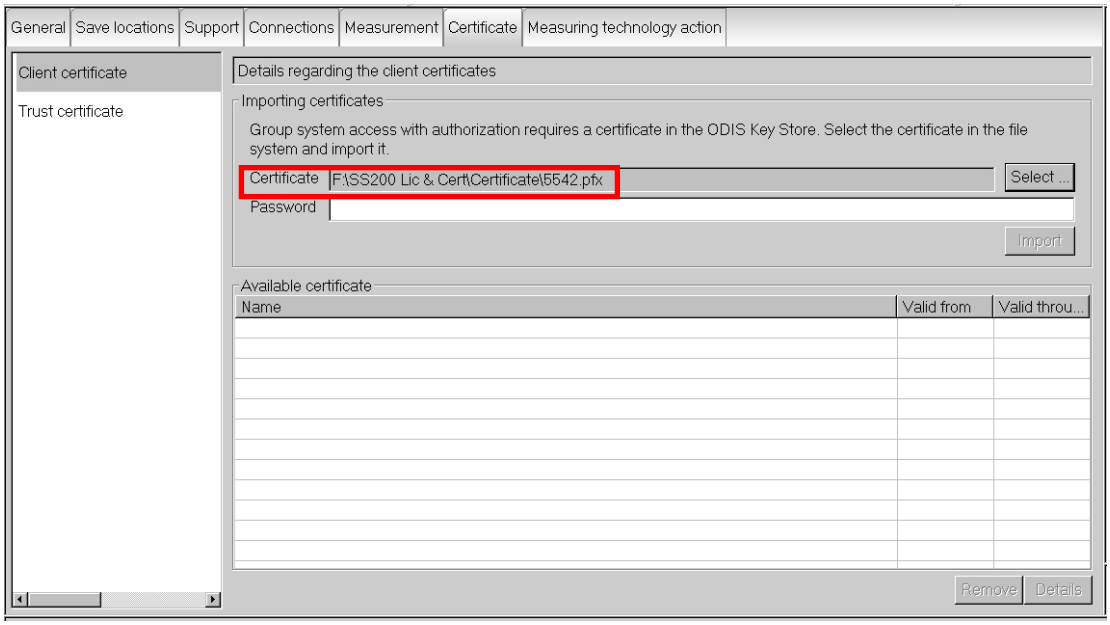
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8. **Open** the **Certificate** subfolder and **select/highlight** the saved certificate file (xxxx-cert). Then click **Open** to copy the certificate file to the installation window entry:



Note: DO NOT double-click on certificate file in its saved location!

9. Ensure certificate file appears as being copied (directory path illustrated is example only):



10. **Minimize** the ODIS Service window.

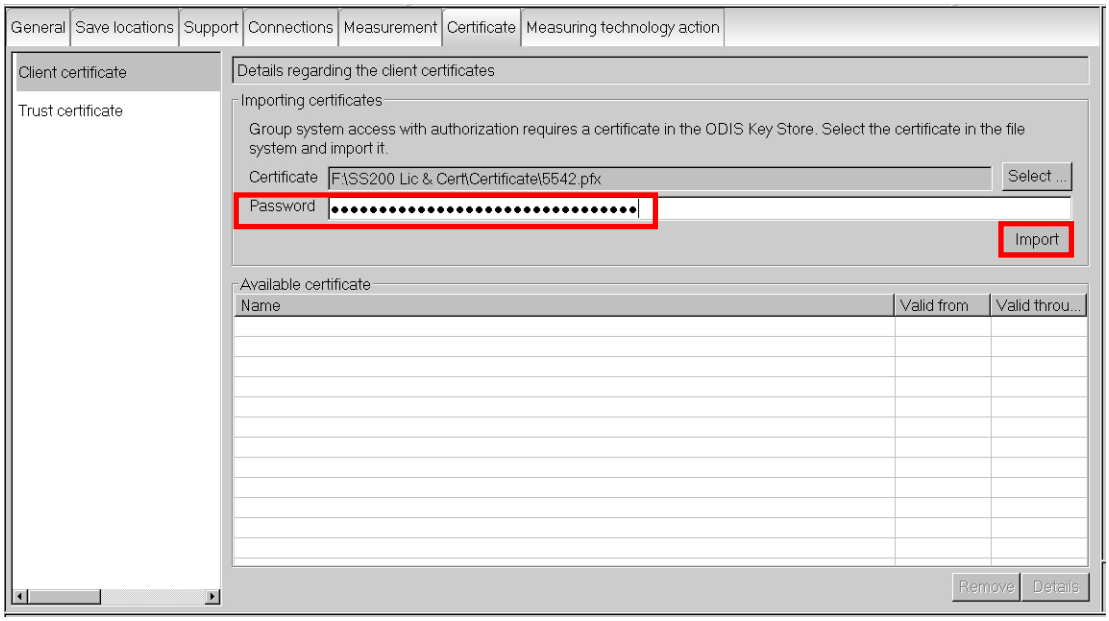
11. Navigate to the **Master List WordPad** document on the USB flash drive.

12. From the list, locate the **Device ID** of the device on which the certificate installation is being done.

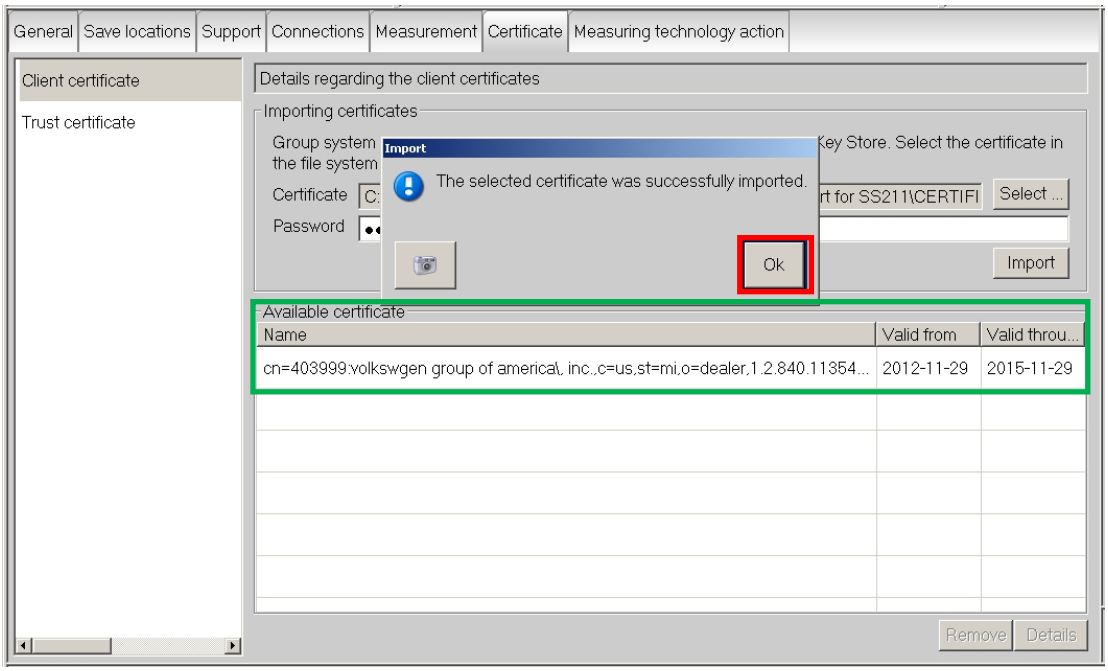
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13. **Select** and **Copy** the **32-character hardware key (only)** next to the **Device ID** of the device. **Do not copy the additional device information etc. after the first colon.**
14. **Restore** the ODIS Service window.
15. **Paste** the **32-character hardware key (only)** in the **Password** entry field as illustrated below. Ensure that no extra spaces or characters are present. When a valid certificate and password (hardware key) are recognized, the **Import** button will become active. Click **Import**:



16. The certificate appears in summary form in the **Available certificate** window. Click **Ok:**



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17. Click **Diagnosis** to return to the main screen or **Close** the application.
18. **Safely remove /eject** the USB flash drive and retain for future reference and support.
19. **Save / back up** the **security certificate file** on the diagnostic device and additional USB flash drive as instructed in the **ODIS Service Installation Phase 2 – Software Installation & Configuration document, Sections 5.2 and 5.3.**

☐ **Security Certificate Installation completed**

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