Service Information

Offboard Diagnostic Information System Service (ODIS Service) **Number: VOS-14-31**

Subject: ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) **Date: Dec. 1, 2014**

Supersedes VOS-14-16 due to updated 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.*

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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".** Phases 1 through 3 must be performed on **one device at a time** to completion prior to using ODIS Service. All Phase instructions **are published separately** on ServiceNet.

The **new device preparation** and ODIS Service software **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 and download a replacement license. In these cases, identify and locate the applicable section from the **Table of Contents.**

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

The navigation and prompt screenshots described and illustrated in this document apply to eligible VAS diagnostic devices with **Windows® 7 only**.

1.2 – License Request Process Overview

- After the recommended personnel and device preparation steps are completed, license requests are submitted online via the **eShop V2.0** application administered by VWAG.
- The online license request must be made using the diagnostic device on which ODIS Service will be installed. The license file is associated with the diagnostic devices' unique **hardware key**.
- The online request process takes approximately 10 minutes.
- Regardless if license requests are made for a single-brand dealer or a dual-brand dealer, **only one license file is needed per device**. The license file determines the brand-specific diagnostic data (single or dual) installed during the ODIS Service installation routine.
- After submission, each license request is reviewed by VWGoA and approved as applicable.
- When the license request is received and approved, **confirmation emails are sent to the email address entered during the request process.** (Please ensure that a valid email address is entered in the request. VWGoA and VWAG are not responsible for misdirected license request approval emails).
- License requests submitted **before 1:00 PM EST** are typically approved **within three hours.** License requests submitted **after 1:00 PM EST** may take **up to one business day** to be approved.
- **When approved, the license file is downloaded from eShop to the diagnostic device.**

2.0 – Process Recommendations

Individuals tasked with device preparation and license requests must be competent with Windows operating system fundamentals, software installation and configuration, and have access to the **eShop** and **eCRMS applications** on **vwhub & ServiceNet**. Access to an email account is also required. We recommend that the same individual perform the entire installation process:

1. Prepare the device, request the license and manage the license file (Phase 1)
2. Install and configure the ODIS Service software (Phase 2)
3. Request and install the ODIS Service security certificate (Phase 3)
4. Set up the Infomedia functions where applicable.

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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 6150A	Laptop	**Eligible VAS diagnostic device must either be upgraded from Windows XP to Windows 7 using the VWGoA supplied DVDs, or has Windows 7 installed from new.**
	VAS 6150B		
	VAS 6150C		
	VAS 6160	Tablet	
	VAS 6160A		

ATTENTION!

Installation on commercially available laptop and tablet devices is not supported. License requests for non VAS-diagnostic devices are rejected.

3.2 – Device Hardware & Network Prerequisites

- ☐ ***ONE* eligible device chosen as specified above.**
- ☐ ***Required Microsoft® Internet Explorer (IE) version: IE 9****
- ☐ *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.*

***ATTENTION!**

License requests from IE10 or IE11 are not possible. For details refer to *Service Information – ODIS Service* document title: *Microsoft® Internet Explorer Version Requirement - Configure Windows® 7 Updates*

3.3 – Supplementary Materials

Error-free license requests and software installations rely on **identifying** all individual devices in service. To enable this, we recommend obtaining the following:

- ☐ Self-adhesive labels.
- ☐ Optional: Permanent marker.

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3.4 – Assign Device ID

☐ **Existing diagnostic device:** To request a replacement license, the previously-assigned device ID will suffice. Skip to **Section 3.5** below.

☐ **New diagnostic device:** Assign a **device ID** using the method suggested below:

1. Apply a **self-adhesive label** to the new device in a clean, conspicuous area.
2. Mark the new devices' **model designation** along with a **numeric descriptor** on the label as per the following suggestion:
   - **6150C_1, 6160A_1 (The underscore 1 indicates only one of each device is in service).**
   - **6150C_1**, **6150C_2**, **6150C_3 etc. (The underscore numbers indicate more than one of the same device are in service).**

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

3.5 – Prepare License & Certificate File Management Folder

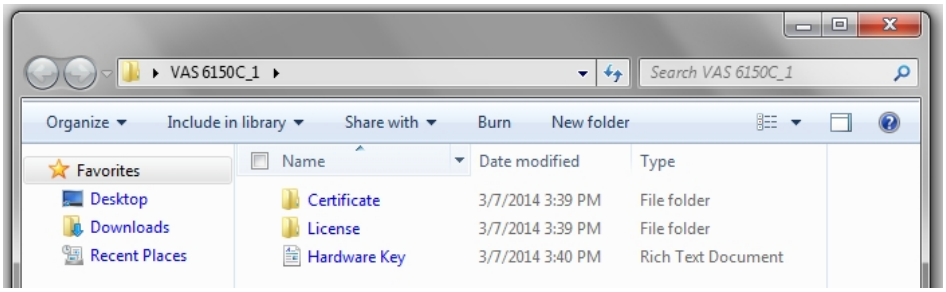
The diagnostic devices' alpha-numeric **hardware key** is determined and recorded during the eShop license request process.

When available, the **license** and **certificate** files are downloaded and stored in a prepared folder on the diagnostic device's Windows desktop prior to their installation during Phase 2 and Phase 3.

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

1. **Create** an empty folder **on the Windows desktop: right-click > New > Folder**
2. **Name** the folder with the **device ID** either previously-assigned or newly-assigned in Section 3.4. This folder is referenced throughout the remaining instructions as the "**device folder**".
3. **Open** the device folder and **create two subfolders:** Name one folder **"License"** and the other folder **"Certificate".**
4. **Create** a **Text** document in the device folder: **right-click > New > Text document**. **Save** the document as: **"Hardware Key".**

Device folder example:



☐ **Device Preparation steps completed. Proceed to Section 4.0 – Page 5.**

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4.0 – License Request (eShop)

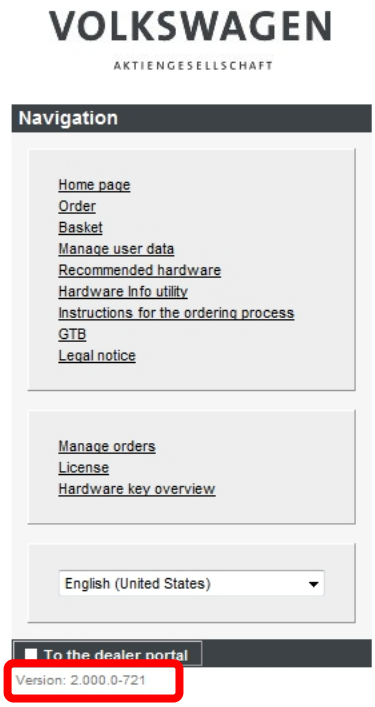
Prerequisites:

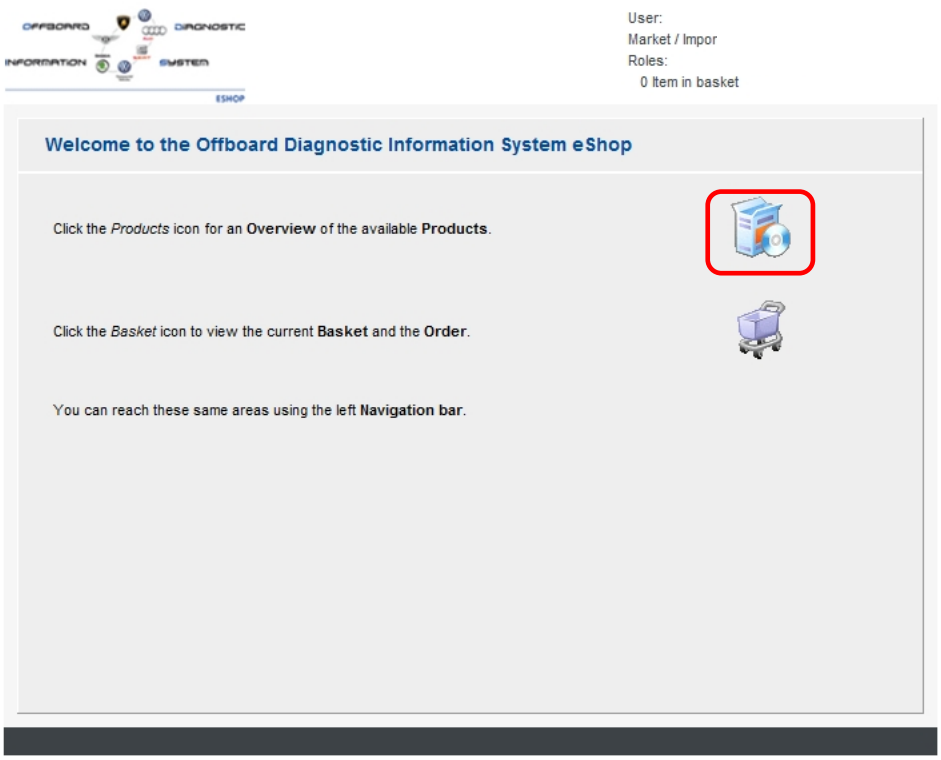
- ☐ *All Section 3.0 - Preparation steps completed!*
- ☐ ***Reminder: The diagnostic device on which ODIS Service will be installed must be used to make the license request.***

1. **Launch Internet Explorer (IE9 required)** and logon to **vwhub**
2. Go to **My Page or Service > Related Sites.**
3. 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.**

4. Check the **eShop version** displayed below the **Navigation** menu: **Must be 2.000** or higher:
5. Click the **Products Overview Icon**:

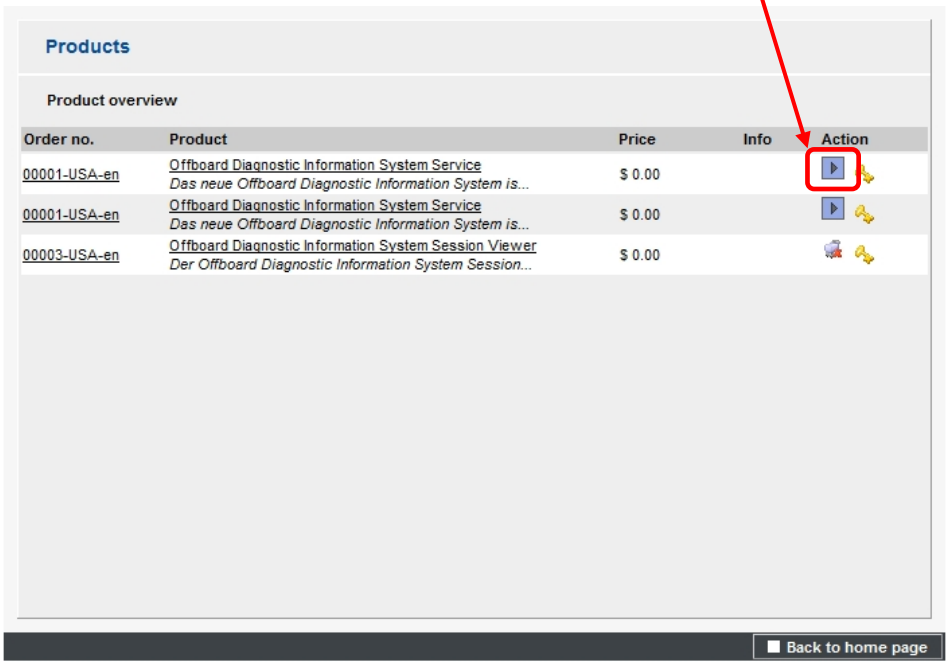




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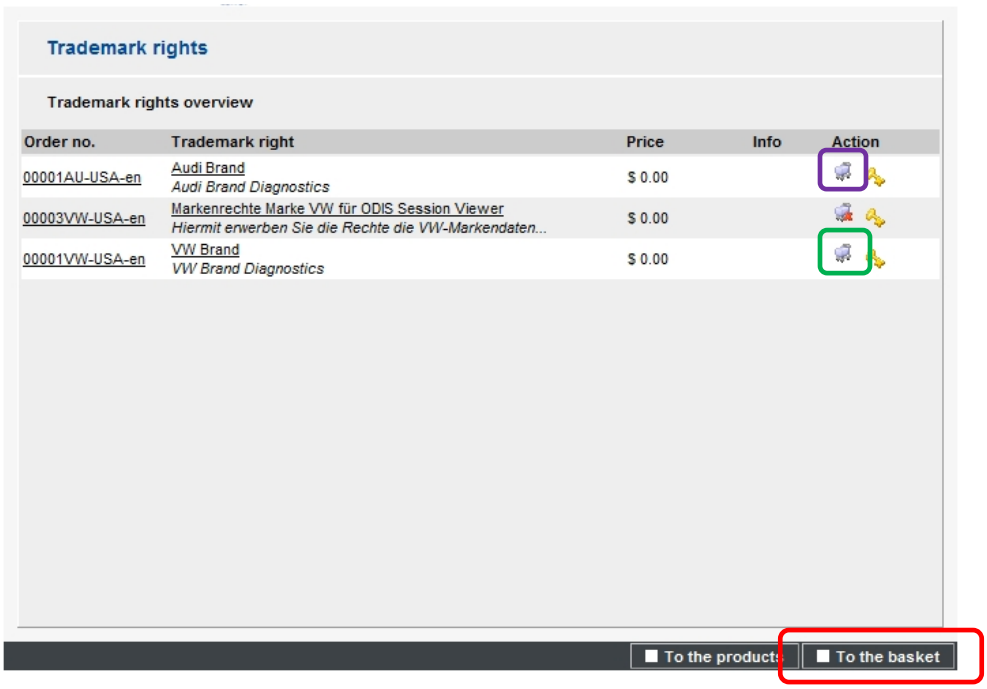
6. Select **Offboard Diagnostic System Service** via the **Action** arrow icon: **If** two selections appear as illustrated below, select **either** one:



7. Click the **shopping cart icon** for a **brand product.** Wait a moment, and then proceed as applicable:

   ☐ **Single-brand** dealer: Click **To the basket:**

   ☐ **Dual-brand** dealer: Click the **additional brand shopping cart icon,** wait a moment, and then click **To the basket:**

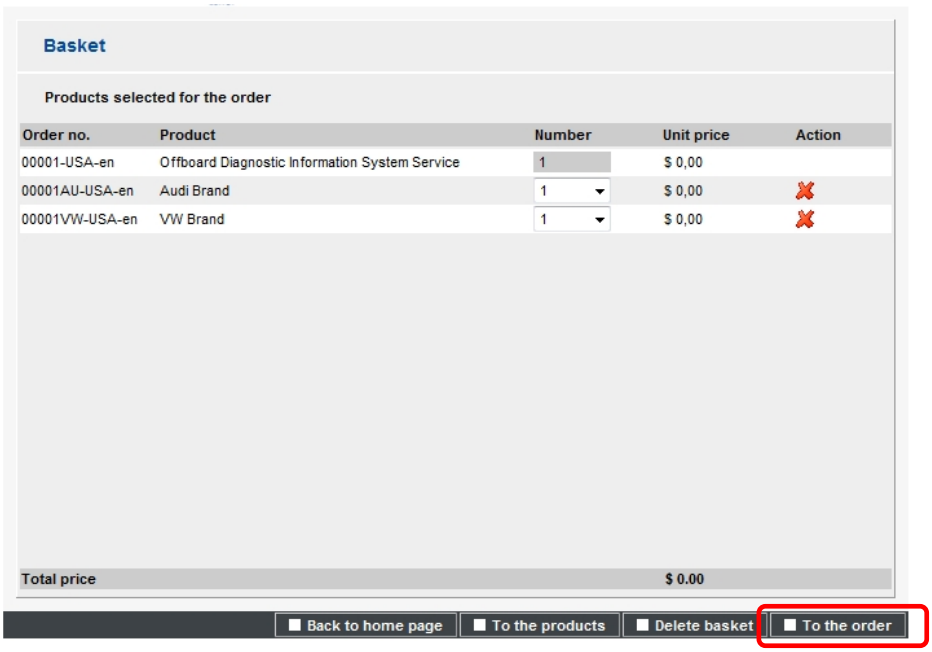


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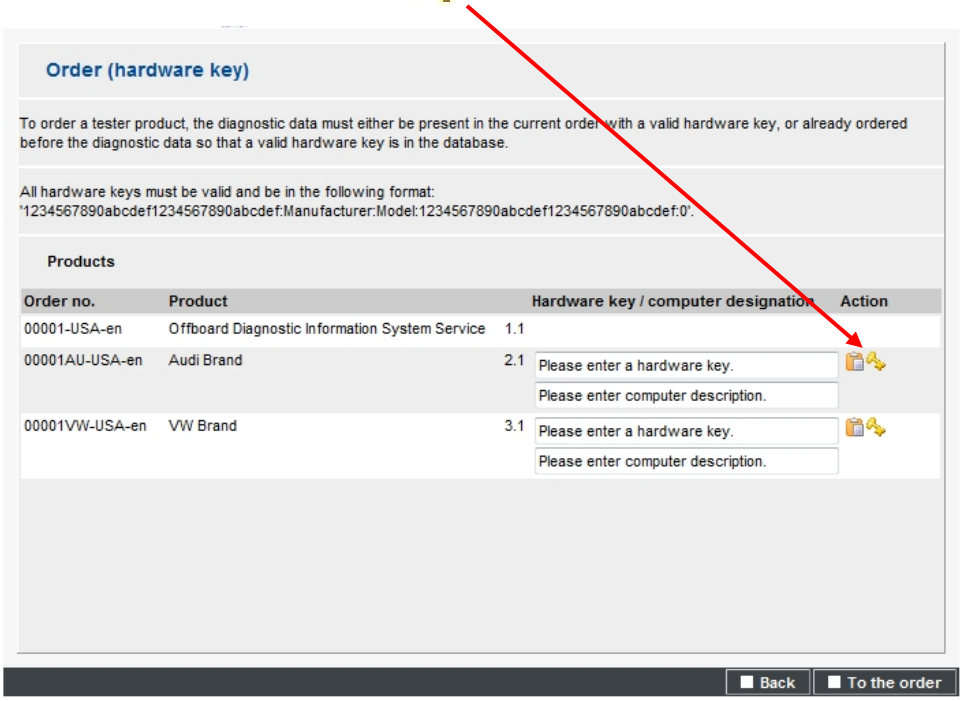
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Note:
Dual-brand *dealers* ***must ALWAYS select both brand products during the request process!***

8. Click **To the order:** **DO NOT** change the **Quantity** dropdown value **(1)**:



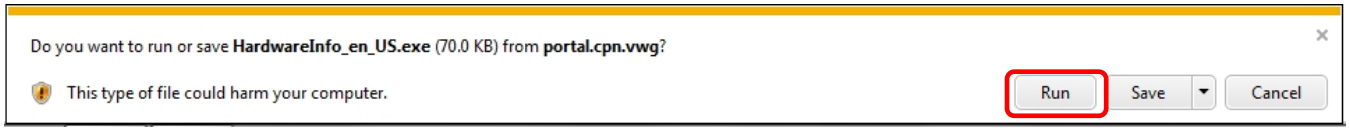
9. Click the **hardware key icon (** **)** for a brand product as illustrated:



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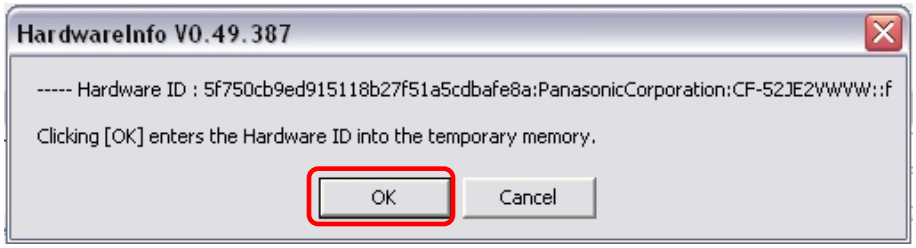
10. Click **Run:**



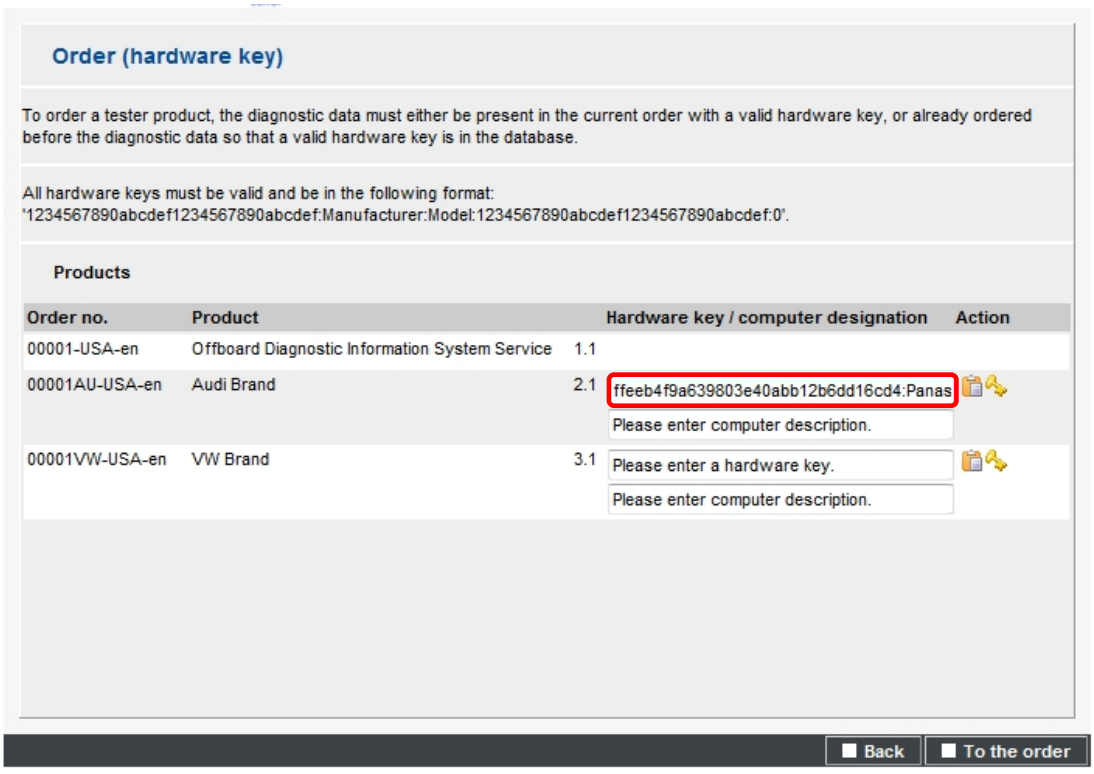
11. Click **Run:**



12. Click **OK.** The alpha-numeric **hardware key** is saved in Windows **"clipboard"** memory:



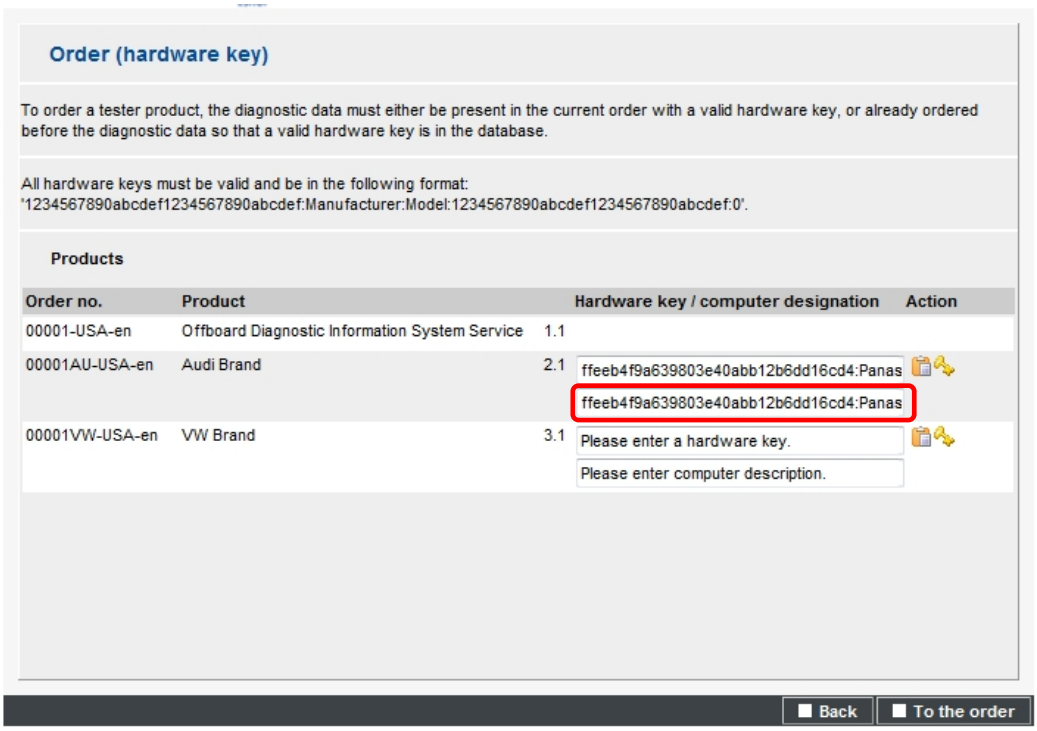
13. **Right-click** a **Hardware key** entry field for a Brand product and **Paste** the hardware key (saved in clipboard memory) into the field:



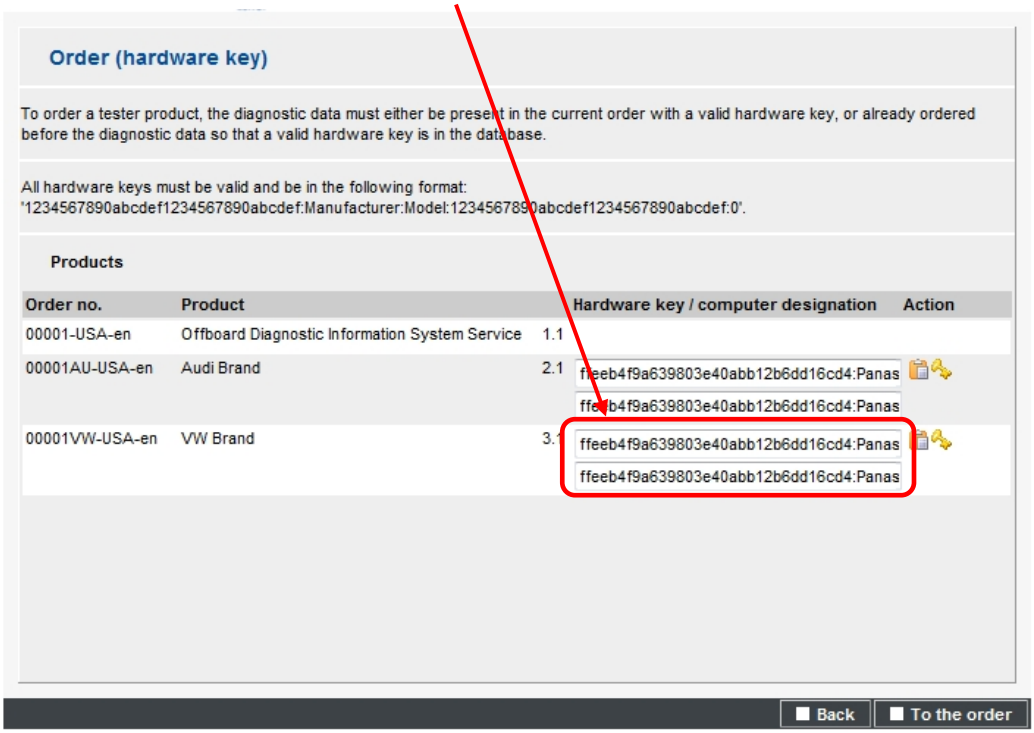
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14. **Right-click** the **computer designation/description** field for the same Brand product and **Paste** the hardware key into the field:

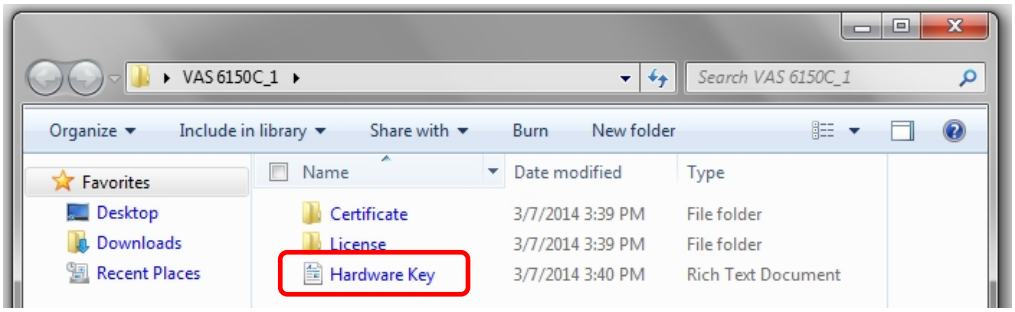


15. **Dual-brand requests: Repeat steps 13 and 14 to populate (Paste) the hardware key** in the remaining Brand **Hardware key AND computer designation** entry fields as illustrated:

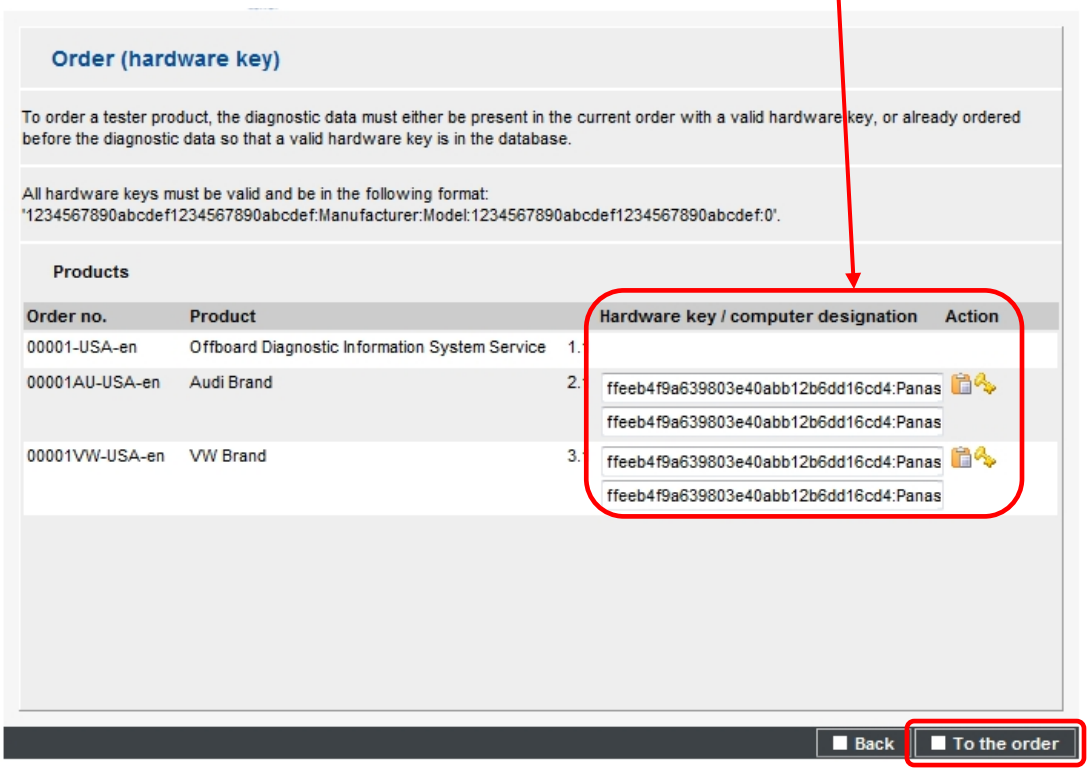


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16. **Minimize** the **Internet Explorer** window with the current **eShop** session.
17. **Restore** the **device folder** view and **Open** the **Hardware Key** text document created earlier:



18. **Paste** the **hardware key** (still saved in clipboard memory) as text into the **Hardware Key** document.
19. **Save** and **Minimize** the document.
20. **Minimize** the device folder view.
21. **Restore** the **Internet Explorer** window with the current **eShop** session.
22. **Confirm** the **hardware key** is saved in **All Hardware key AND computer designation entry fields** as illustrated, and then click **To the order:**

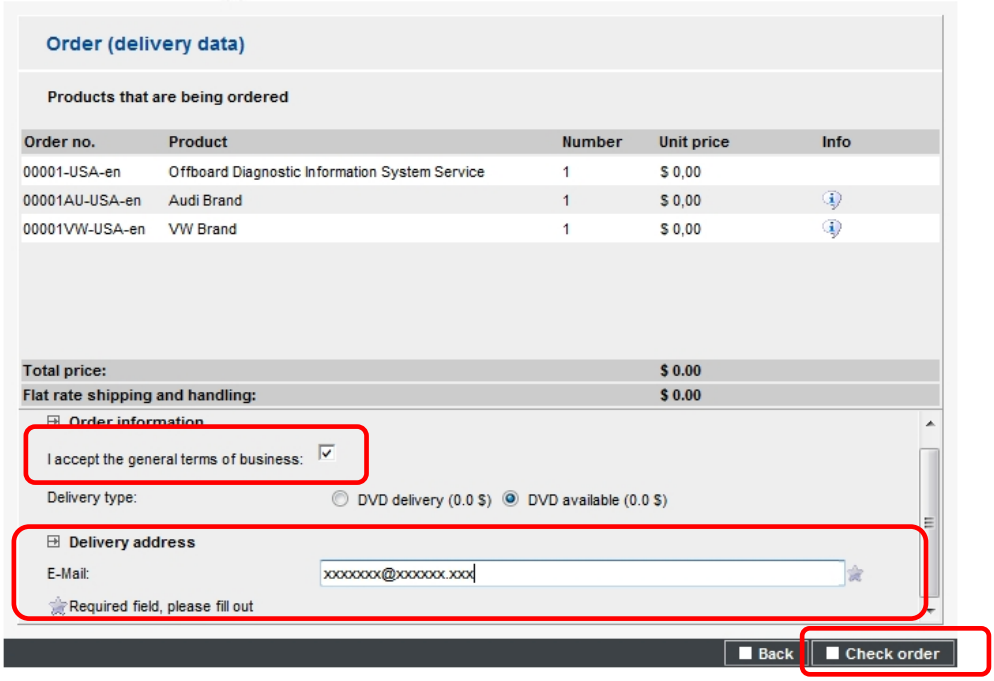


IMPORTANT!

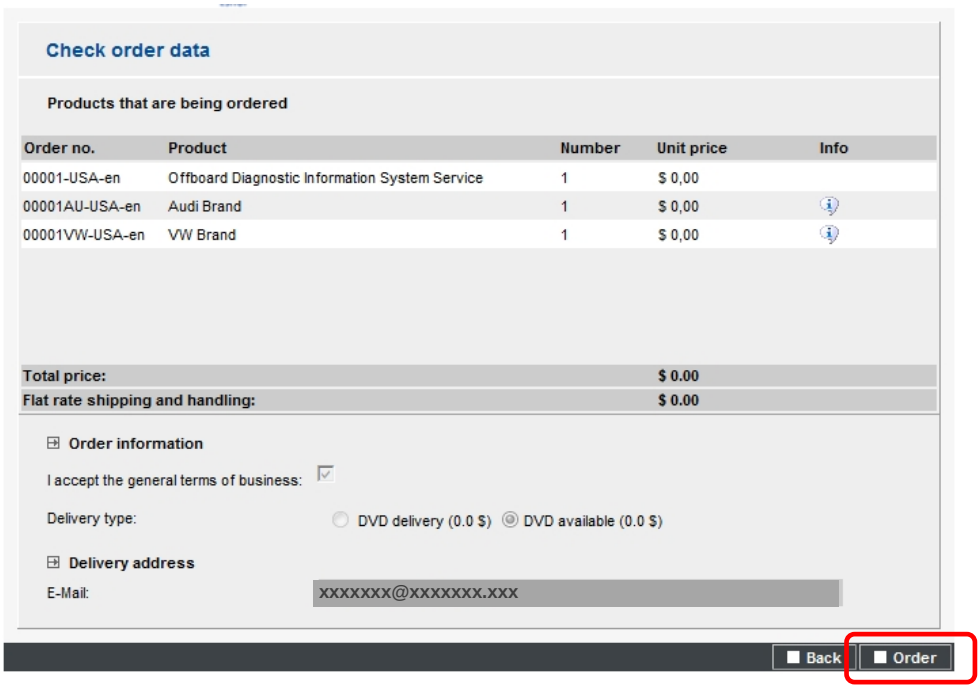
All Hardware key AND computer designation entry fields MUST BOTH contain the hardware key from the device before proceeding with the next steps.

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



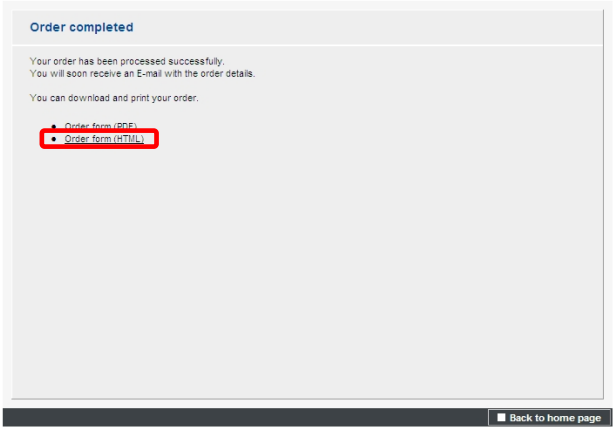
25. **Confirm** the highlighted email address, and then click **Order** to submit the license request:



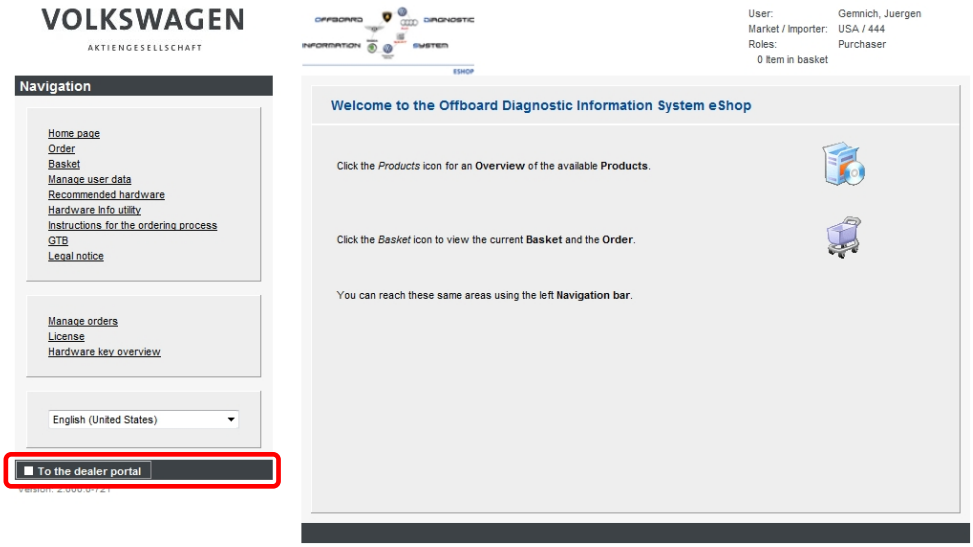
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26. Click the **Order (HTML) link:**



27. **Locate** and note the **Order Number** from the HTML document.
28. **Restore** the **Hardware Key** document previously saved and minimized.
29. **Record the order number** and **request date** in the **Hardware Key** document for future reference. Optional: **Select, Copy** and **Paste** the contents of the Order HTML document into the text document.
30. **Save** and **Close** the **Hardware Key** document, and **Close** the **device folder.**
31. **Close** the **Order HTML** document.
32. From the eShop **Navigation** menu, click **To the dealer portal:**



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

License Request steps completed. Proceed to Section 5.0 – Page 13.

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!

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5.0 – Download License File

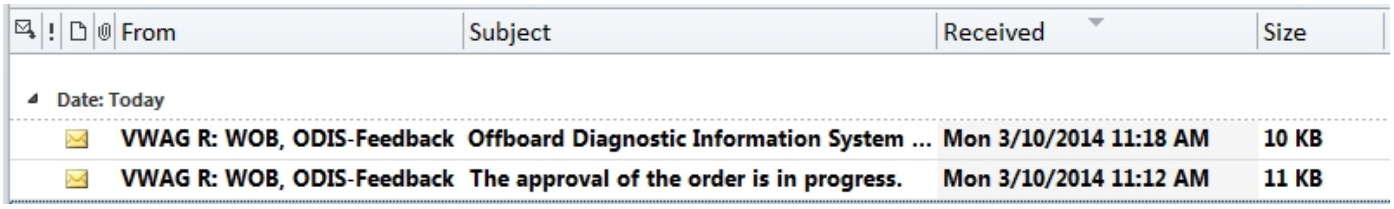
Two emails are sent to the email address entered in the license request:

- ☐ **The first email** confirms that the license request is staged for **review and approval**.

Followed thereafter by…

- ☐ **A second email** which **notifies that the license request is approved.**

Sample:



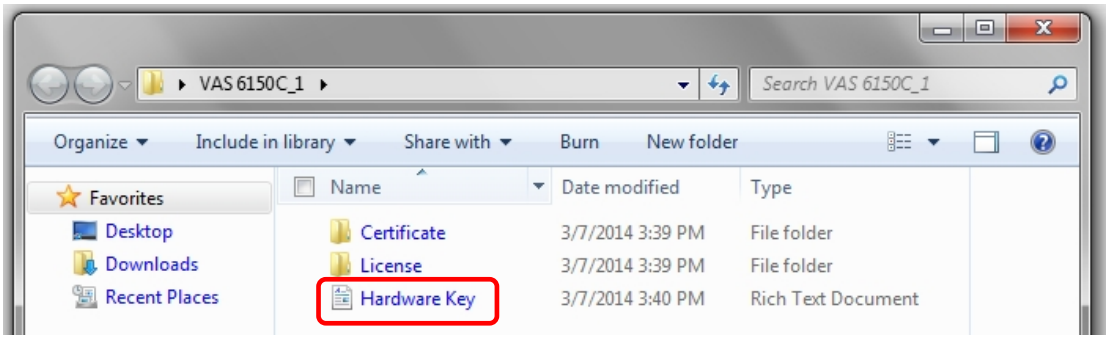
If a request is submitted for a non-authorized device or the hardware key is missing from the request, **license request denials** are sent via the second email.

ATTENTION!

WAIT until the license approval notification email is received before proceeding with the following procedure.

After the **license approval notification email is received,** proceed as follows:

1. **Note** the **order number and date** from the **approval notification email.**
2. **Retrieve** the diagnostic device on which the license request was made.
3. From the Windows desktop, **locate** and **Open** the previously-prepared **device folder**.
4. **Open** the **Hardware Key** document created earlier:

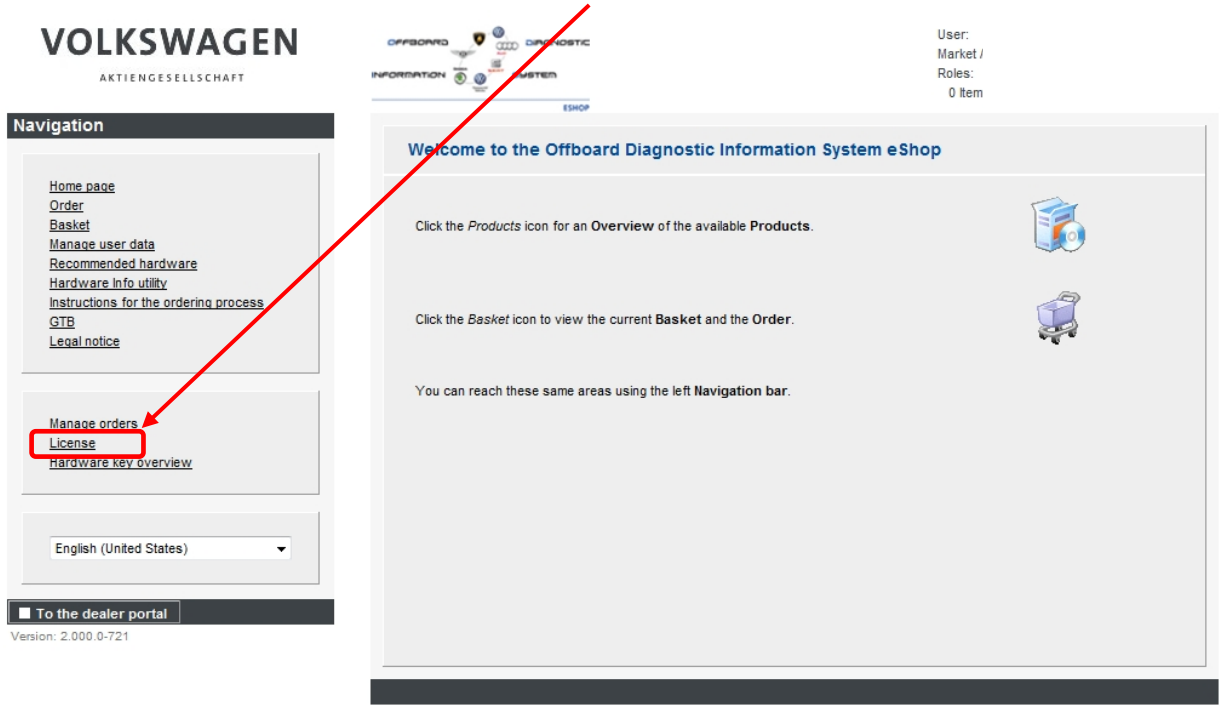


5. **Confirm** that the **order number** recorded in the **Hardware Key** document is the same as that in the **license approval notification email,** and then **Close** the document.
6. **Launch Internet Explorer** and logon to **vwhub.**
7. Go to **My Page or Service > Related Sites.**
8. Click on the link to **ODIS eShop.**

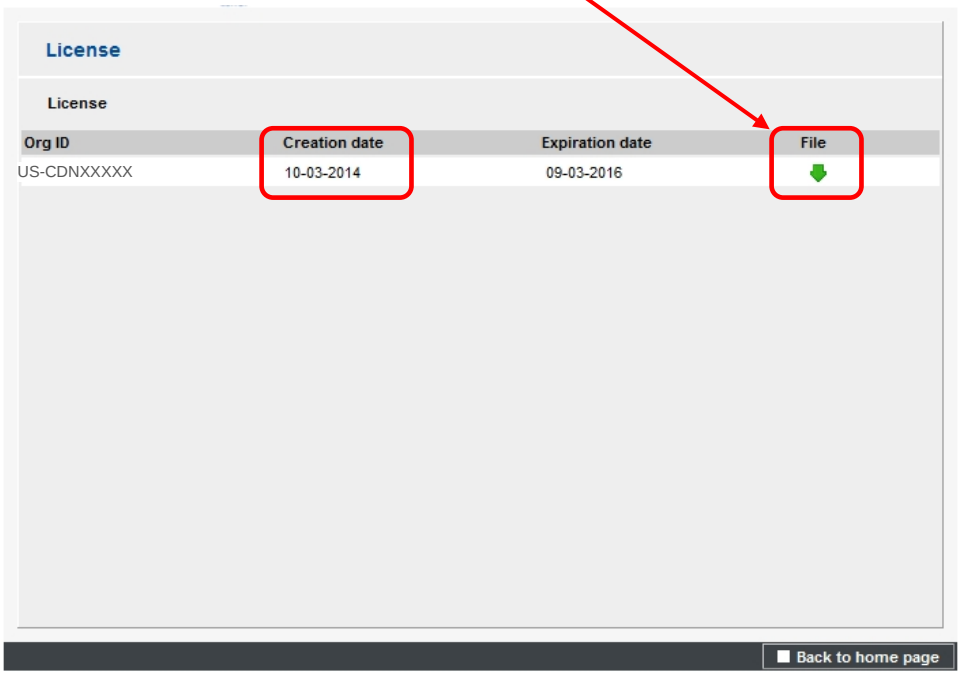
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9. From the eShop **Navigation** menu, select **License:**



10. Confirm that the **Creation date** of the available license matches that in the **approval notification email**, then click the **File** **download arrow**:



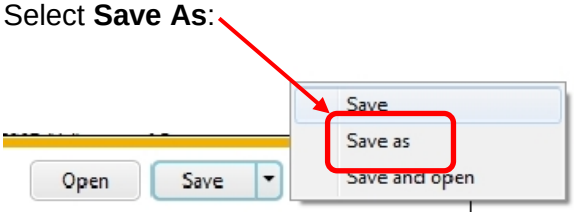
Continued …15/

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11. Click the **dropdown** selection arrow:

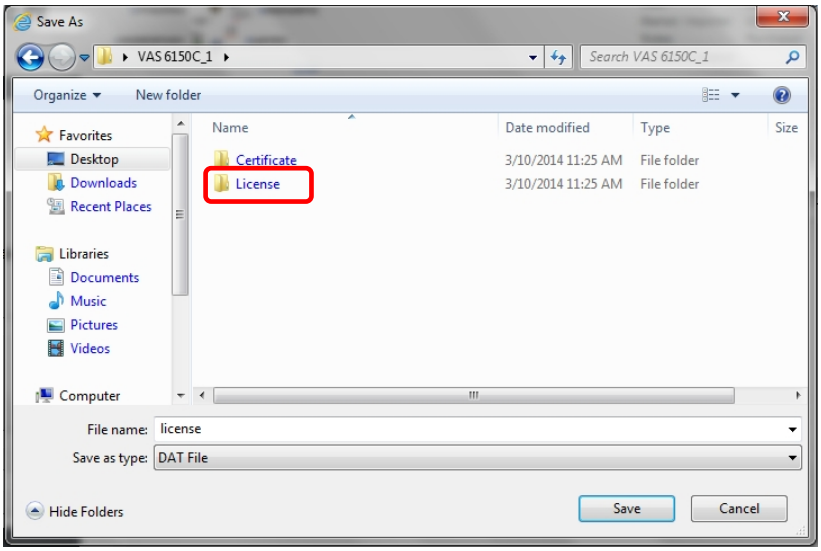


12. Select **Save As**:

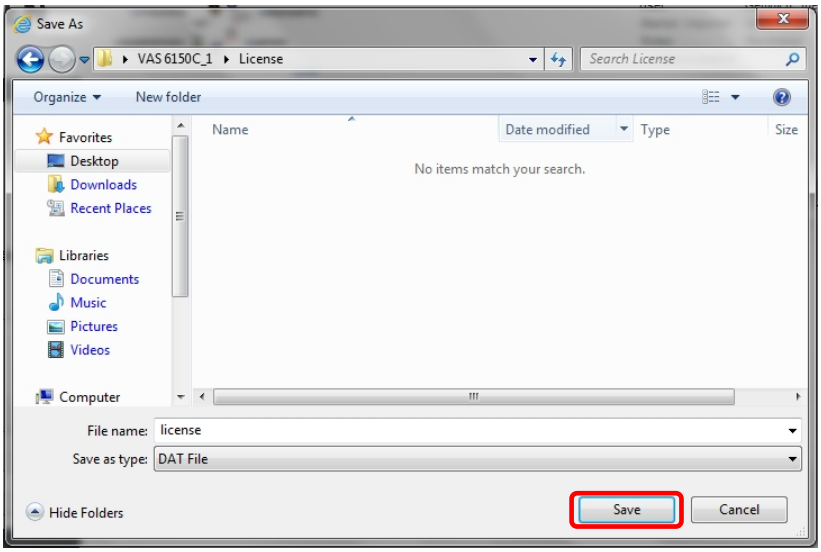


13. **Navigate** to the **Desktop,** and then locate and **Open** the **device folder.**

14. **Open** the **License** subfolder:



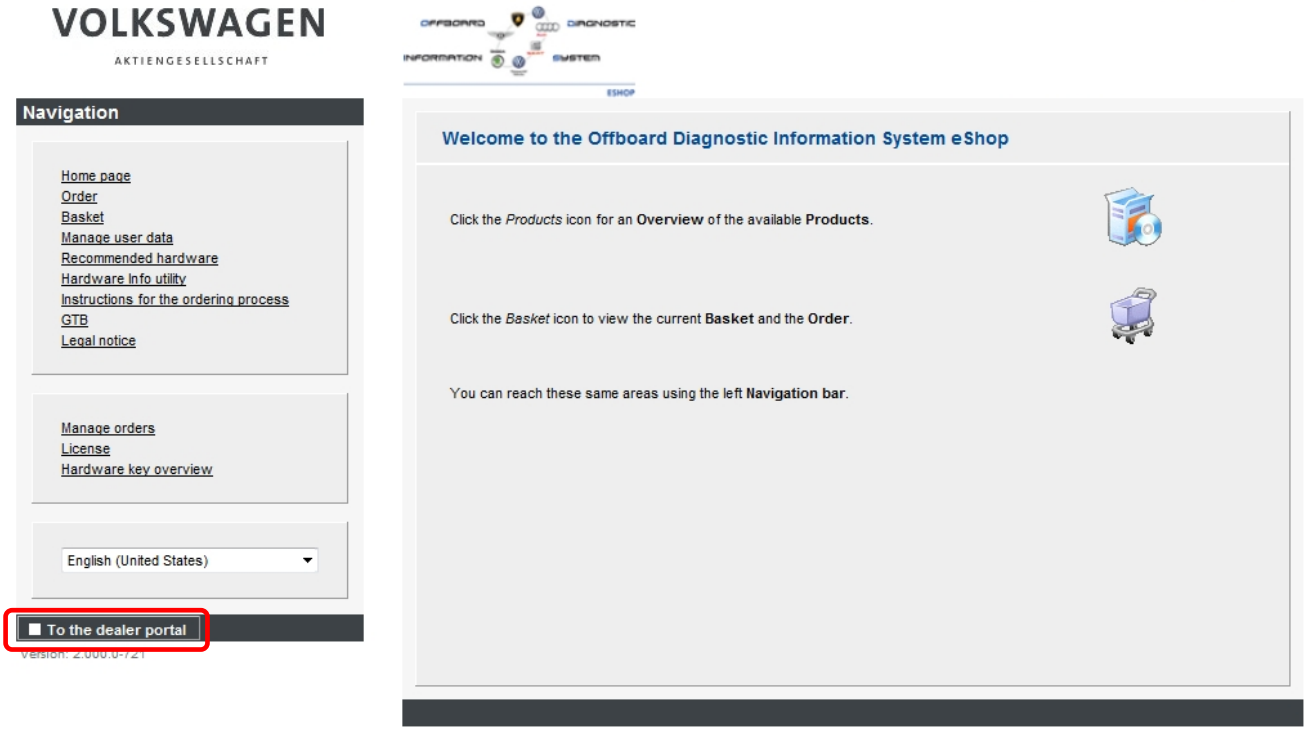
15. **Click Save:**



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16. From the eShop **Navigation** menu, click **To the dealer portal:**



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

Notes:

- *Please ensure that the device's* **license.dat** *file was successfully saved in the* ***License*** *subfolder. If the license file was not successfully saved, repeat Steps 6 through 15.*
- ***Do not proceed to Installation Phase 2 if the license is not downloaded and saved as specified above. The saved license file will be accessed and installed during the ODIS Service Installation Phase 2 - Software & Configuration process.***
- ***Do not*** *double-click on the license file (to open it) in its saved location!*

License Request and License File Download steps completed.

Proceed with Installation Phase 2. Refer to ***Service Information – ODIS Service*** document title: ***ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions.***

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