Service Information

Offboard Diagnostic Information System Service (ODIS Service) **Number: VOS-14-34**

Subject: Uninstallation and Reinstallation Overview **Date: Dec. 15, 2014**

Supersedes VOS-13-23 due to complete revision.

1.0 – Introduction

If ODIS Service becomes corrupted or ceases to function on a diagnostic device with an otherwise functioning Windows® 7 operating system, it may be necessary to uninstall and reinstall the ODIS Service application software.

If a Windows 7 operating system malfunction affects diagnostic device and ODIS Service software performance, it may be necessary to recover the diagnostic device operating system and then reinstall the ODIS Service application software.

The following sections outline **only** the **evaluation and initial reinstallation steps** needed for both of the above scenarios (Ref. Sections 2.0 and 3.0). Detailed instructions on the remaining installation and configuration steps are covered in ***Service Information – ODIS Service*** document title: ***ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions.*** Please have this document available prior to proceeding with the uninstallation.

Notes:

- *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.*

2.0 – ODIS Service Uninstallation & Reinstallation

Prerequisites:

- ☐ *Diagnostic device plugged into to power adapter and booted to Windows® desktop.*
- ☐ *Diagnostic tablet: USB mouse and keyboard connected for easier input.*
- ☐ ***Existing ODIS Service license file must be available for reinstallation.***

2.1 – Uninstallation

1. Uninstall ODIS Service:

   From the Windows desktop, go to:

   ☐ **Windows (Start) > All Programs > ODIS Service > ODIS Service Uninstallation Program**

   Or

   ☐ Uninstall ODIS Service using the applicable Windows **"Add or Remove Programs"** utility.
2. Remove **ALL** licenses, MCD projects, diagnostic logs etc. when prompted.
3. Reboot the diagnostic device when prompted.

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2.2 – Reinstallation

One of two reinstallation methods can be used.

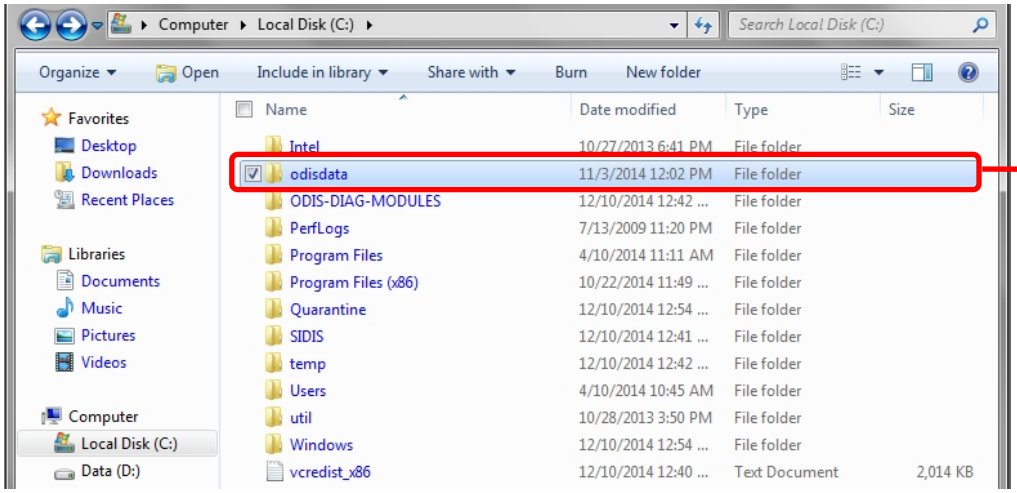
The applicable method depends on whether the existing application version was installed manually via the Installation Version 2.2.2 DVDs or a previous application version was automatically updated to V2.2.2 during an online update.

2.1.1 – Determine Reinstallation Method

1. From the Windows desktop, go to: **Windows (Start) > Computer > Local Disk (C:)**
2. Check the C: directory for a folder titled: **odisdata** …and proceed as applicable:

☐ **odisdata** folder **present** as illustrated: Use **Reinstallation Method A** - Section 2.1.2.

☐ **odisdata** folder **NOT present** as illustrated: Use **Reinstallation Method B** - Section 2.1.3.

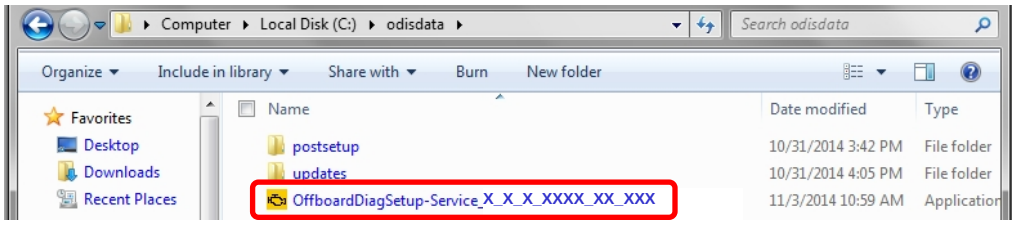


Section 2.1.2

2.1.2 – Reinstallation Method A

This reinstallation method uses the application files previously extracted during the use of the installation DVDs. As a result, this method is somewhat faster than using the disks again.

1. Open the **odisdata** folder.
2. Double-click the **OffboardDiagSetup-Service_** executable:



3. For the remaining installation and configuration instructions refer from **Step 12 in Section 3.2 –** in the ***ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions***

2.1.3 – Reinstallation Method B

This reinstallation method must be performed using the latest installation version DVDs. Refer to the ***ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions.***

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3.0 – Uninstallation & Windows® Recovery

If it is necessary to recover the diagnostic device's Windows® operating system, use the following sequence:

1. Recover Windows® as per the device-specific "***Windows 7 System Recovery***" instruction document. Go to **ServiceNet > Vehicle Diagnostics > Diagnostic Device Hardware & Windows > Service Information.**
2. Reinstall the latest version of ODIS Service as per ***Service Information – ODIS Service*** document title: ***ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions***
3. Re-import the ODIS Service Security Certificate from the original or backed-up USB flash drive as per ***Service Information – ODIS Service*** document title: ***ODIS Service Installation Phase 3 – Security Certificate Request & Installation Instructions***
4. Install and configure the VAS 5054A Transmitter Head as per ***Service Information – Diagnostic Device Hardware & Windows*** document title: ***VAS 5054A Transmitter Head – Bluetooth® & EDIC Configuration – ODIS Service Only***

4.0 – Post-Reinstallation Updates

Regardless of method, if ODIS Service was uninstalled and reinstalled, any available online updates issued must be installed afterwards.

As the volume of available online updates for a given installation version could take more than an hour to download and install, service personnel tasked with administering ODIS Service software should schedule "catch up" update downloads and installation for times when the diagnostic device can be removed from service, e.g.: after hours, weekends etc.

For additional information on the online update process, refer to ***Service Information – ODIS Service*** document title: ***Online Update Guide*** or the **ODIS Service User's Manual.**

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