

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: AOS-14-29

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions Date: Dec. 2, 2014

Supersedes AOS-13-12 due to updated information.

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ATTENTION!

Please distribute this information to all affected service personnel!

1.0 – Introduction

1.1 – General Information

This **Online Update Guide** is intended to assist dealership service personnel using the **online update feature** in ODIS Service.

Review the **Table of Contents** above and refer to the applicable Section / Page for details.

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The **ODIS Service application** and **diagnostic database contents** are updated via a dealership network (Internet) connection.

The application automatically searches for available updates. Update searches can be configured in either a recurring cycle, or on specific weekdays. Configured searches take place when the application is started or shutdown, or at the end of diagnostic sessions. Manual update searches are also possible.

Two download and installation configurations are possible:

- **Automatic background download** and **manual installation** (default setting).
- **Manual download** (includes automatic installation).

Available update types and sizes can vary greatly. Application and incremental diagnostic database updates can be relatively small, resulting in quick download and installation times. Diagnostic database updates for new models and model years can be relatively large, resulting in longer download and installation times. As a result, supervisor or technician users responsible for configuring and managing the update and installation processes **must do so as appropriate for their specific workshop conditions**.

Updates are first downloaded into a temporary directory. Total download times depend on factors like the type and size of the update, dealership network bandwidth and whether the connection to the diagnostic device is cabled or wireless.

The following sections provide detailed instructions on update search configurations, automatic and manual download and installation processes etc.

1.2 – Network Performance Recommendations

To ensure trouble-free update download performance, we recommend the following minimum network performance specifications and “best practices”:

Network Type:	Minimum Specification:	Best Practices - Notes:
Local Access Network (LAN) Business Grade SLA	6 Mbps for single franchise 8 Mbps for dual franchise	Workshop technicians should have access to more than one cabled LAN connection in the vicinity of their work area.
Wireless LAN (WLAN) Business Grade SLA	802.11n	<ul style="list-style-type: none">• Diagnostic devices on the wireless network should remain connected to a dedicated “business grade” WLAN at all times.• Be aware that update download performance can be adversely affected during peak dealership network traffic periods.• Do not alternate between the dedicated dealership WLAN and any others at the dealership such as an open “guest” network for service and sales customers (which tend to have lower mbps capabilities).

Networks and diagnostic devices configured for highly secure data traffic via assigned user access, firewalls and anti-virus programs etc. must allow diagnostic devices to access the URLs routinely used by ODIS Service. For additional information, refer to **Service Information – ODIS Service** document title: **VAS Diagnostic Devices – Required Open Internet Addresses (URLs)** and [Section 5.2 – Pg. 12](#).

2.0 – Update Searches and Downloads

2.1 – General Information

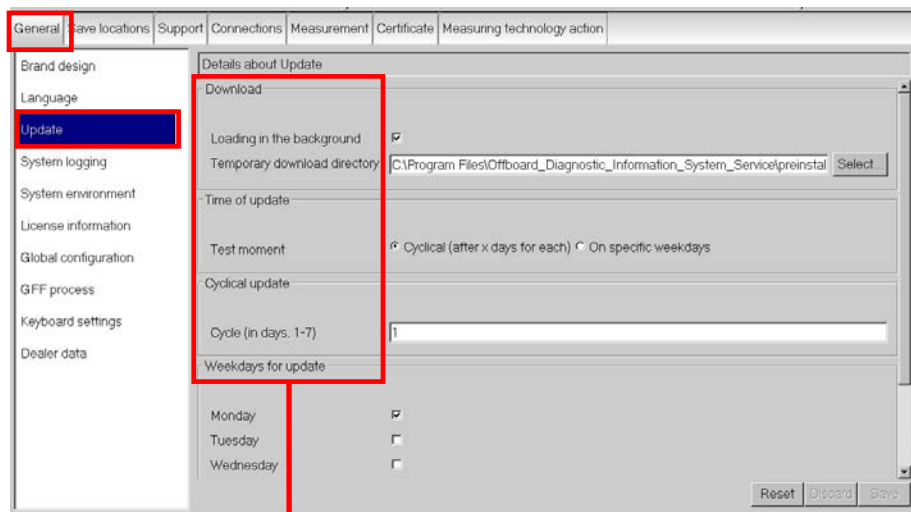
Update searches and downloads can be configured to suit user preferences or workshop days/hours of operation etc. All technicians must become familiar with the specific configuration and how it could affect their use of ODIS Service via notification icons and download/installation prompts.

The following subsections describe the update configuration, as well as automatic and manual options.

2.2 – Configuration Window

The schedule for **automatic update searches**, as well as **how downloads take place** is configured via the **Update** configuration window.

1. From the ODIS Service **main/start window**, select the **Admin** operating mode.
2. From the **General** tab, select **Update**: Refer to the **Legend** for configuration details:



Legend	
Download	Specifies how downloads take place .
Loading in the background Enabled (<input checked="" type="checkbox"/>) is the default setting	<ul style="list-style-type: none"> • When enabled, updates are automatically downloaded in the background. When downloads are finished, the user must start a manual installation. • When disabled, the download and installation is started manually.
Temporary download directory	Displays the default directory where updates are temporarily saved prior to installation. If desired, an alternate directory can be specified using the Select button.
Time of update – Test moment	Configures the automatic search schedule :
Cyclical (after X days for each)	Select this configuration if automatic update searches are desired in a recurring cycle . In this case, enter the cycle in days (1 – 7) in the Cyclical update section.
On specific weekdays	Select this configuration if update searches are desired on specific days of the week . In this case, select the desired days in the Weekdays for update section.



2.3 – Recommended Settings

The application software and diagnostic database versions must be kept up-to-date at all times. To ensure this we recommend that all diagnostic devices are configured to perform **automatic update searches** (daily) and **automatic background downloads** as follows:

1. In the **Download** subcategory, “**Loading in the background**” is enabled by default. We recommend this **remain enabled**:

Download

Loading in the background ☒

Temporary download directory C:\Program Files\Offboard_Diagnostic_Information_System_Service\preinstal Select...

2. Select **On specific weekdays**:

Time of update

Test moment ☐ Cyclical (after x days for each) ☒ On specific weekdays

3. Select **all the days of the week** (and weekends if applicable):

Cyclical update

Cycle (in days, 1-7) 1

Weekdays for update

Monday	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>

4. Save the configuration settings: Click **Save / Yes**:

Details about Update

Loading in the background ☒

Temporary download directory C:\Program Files\Offboard_Diagnostic_Information_System_Service\preinstal Select...

Time of update

Test moment ☐ Cyclical (after x days for each) ☒ On specific weekdays

Cyclical update

Cycle (in days, 1-7) 1

Weekdays for update

Monday	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>

Reset Discard Save

2.4 – Automatic Background Downloads

Prerequisites


- Diagnostic device with A/C power adapter connected, booted to Windows desktop
- **Windows® power settings: Go to Start > Control Panel > Power Options > Choose when to turn off the display: Set ALL Power Management dropdowns to: “Never”.**
- Active connection to dealership network (cabled preferred)
- ODIS Service **security certificate** installed
- ODIS Service > Admin > Connections > Mirrorserver2 URL **set to:**
https://mirrorserver2.vwhub.com/dav/
- Vehicle diagnostic session **NOT** running

ATTENTION!

All partially-completed and saved diagnostic sessions must be completed and logs transmitted prior to initiating update downloads and installations! Saved sessions can only be resumed and completed on the same software version on which it was created!

With the default “**Loading in the background**” configuration enabled, updates are automatically downloaded in the background when the application is running.

Certain conditions and restrictions apply during the download process. For details and an overview of the download indicator icons, refer to [Section 2.6 – Pg. 7.](#)


User intervention is not required during a background download unless the user wants to interrupt the download. When the background download is complete, the mouse-over message at the yellow notification icon () in the main/start screen status bar states the download is ready to install. **Automatic download installations** must be confirmed by a user and started manually. Refer to [Section 3.0 – Pg. 8.](#)

2.5 – Manual Downloads and Installations

The **Prerequisites** and **ATTENTION!** Information above apply. Please review.

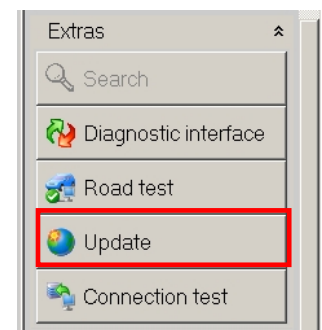
When the “**Loading in the background**” configuration is **NOT** enabled and updates are available, a **manual download and installation process** must be started. Manual downloads and installations take place after the application has automatically shut down. ODIS Service cannot be used during this time.

Use one of the following methods to determine if an update is available:

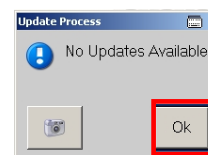
- If the yellow notification icon () appears in the main/start window status bar, mouse-over the icon. If the message states that an update is available, click on the icon to start the manual download and installation routine and then proceed from **Step 1 – Pg. 6.**

or...

- From the ODIS Service main/start window, scroll down and expand the **Extras** category and then click the **Update** button



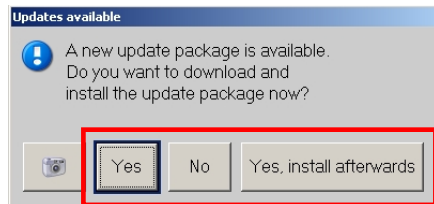
If no updates are available, click **OK**:



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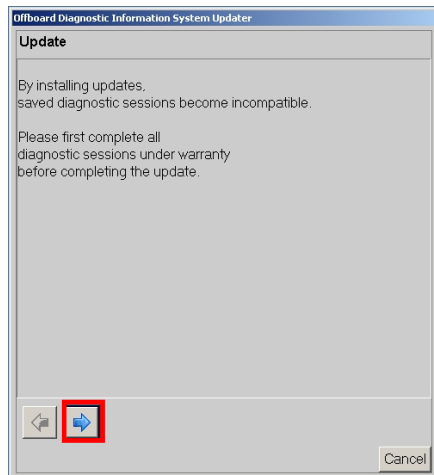
1. If updates are available, click on the desired selection:

- Select **No** to defer the download. The yellow notification icon remains active as a reminder.
- Select **“Yes”** or **“Yes, install afterwards”**.

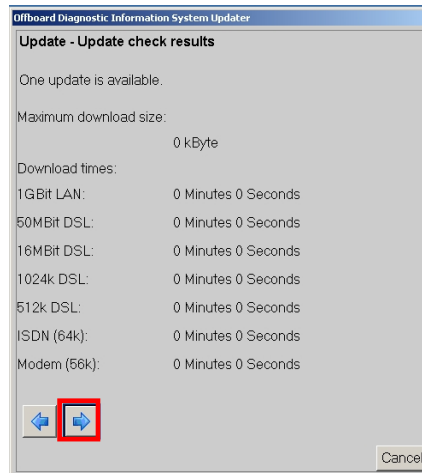
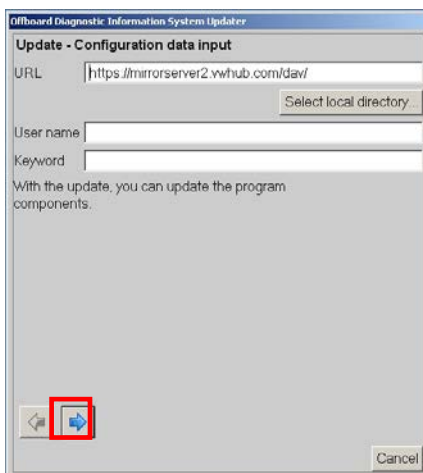


ODIS Service shuts down, restarts and initiates the following **download and installation** routine:

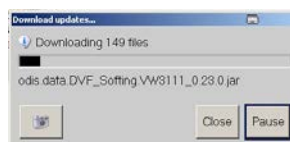
2. If **no partially-completed and saved diagnostic sessions exist**, click the **blue forward arrow** button: if partially-completed and saved diagnostic sessions exist, click **Cancel** and resolve the sessions **before** performing the download and installation:



3. Click the **blue forward arrow** button in both of the system updater prompts that follow:



A progress indicator appears:



Continued ...7/

Conditions and restrictions apply during the download process. For details refer to **Section 2.6** below.

User intervention is not required during the download process. When the download is complete, **the installation process starts automatically.**

During the installation routine, ODIS Service may shut down, restart and resume the installation process. This is normal ...please be patient!

2.6 – Download Conditions / Restrictions and Indicator Icons




2.6.1 – Conditions / Restrictions

Notes:

- If an **automatic background download** is in progress and a vehicle diagnostic session is started, **the download is interrupted.** When the diagnostic session is finished the download automatically resumes.
- If any download in progress is cancelled, or if ODIS Service or Windows® is shut down, **the user is prompted to resume the download** the next time ODIS Service is started (a network connection must be present).

2.6.2 – Indicator Icons

When ODIS Service is running, icons in the main/start window status bar indicate update search and download status:

Icon	Description
	Update download in progress (background downloads only). If desired, click on the icon to pause the download.
	Update download is interrupted (background downloads only). Click on the icon to resume the download.
	Three possible mouse-over messages pertain to update search or download status: 1. An automatic update search has determined that an update is available. Click to start the download. 2. An update download is complete: Click to start the installation process. 3. The time frame for an update search is exceeded: Click to start a manual search.

3.0 – Automatic Update Installations


Notes:

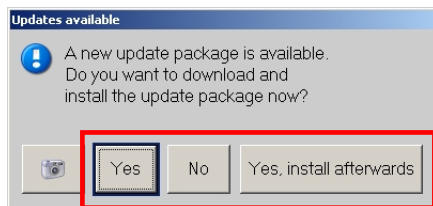
- This section applies only to **automatic background downloads**.
- An active network connection **must be present at all times** during installations.
- Installations take place after the application has automatically shut down. ODIS Service cannot be used during installations.

As a result, large installations should be performed when diagnostic devices can be idled, or otherwise performed outside of peak workshop hours, i.e.: shortly before 5:00 PM etc.

ATTENTION!

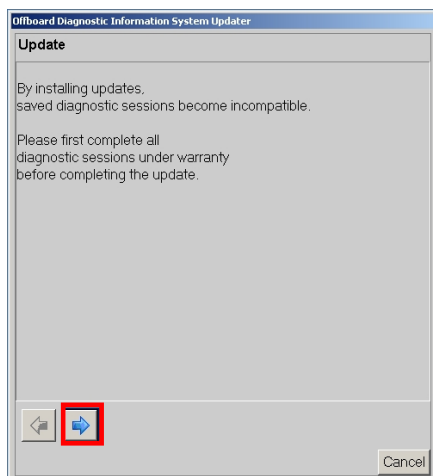
All partially-completed and saved diagnostic sessions must be completed and logs transmitted prior to initiating update downloads and installations! Saved sessions can only be resumed and completed on the same software version on which it was created!

1. To confirm a completed download, mouse-over the yellow notification icon (), and then click on the icon to start the installation.
 - Select **No** to defer the download. The yellow notification icon remains active as a reminder.
 - Select **“Yes”** or **“Yes, install afterwards”** to start the installation routine that follows:



ODIS Service shuts down, restarts and initiates the following **installation** routine:

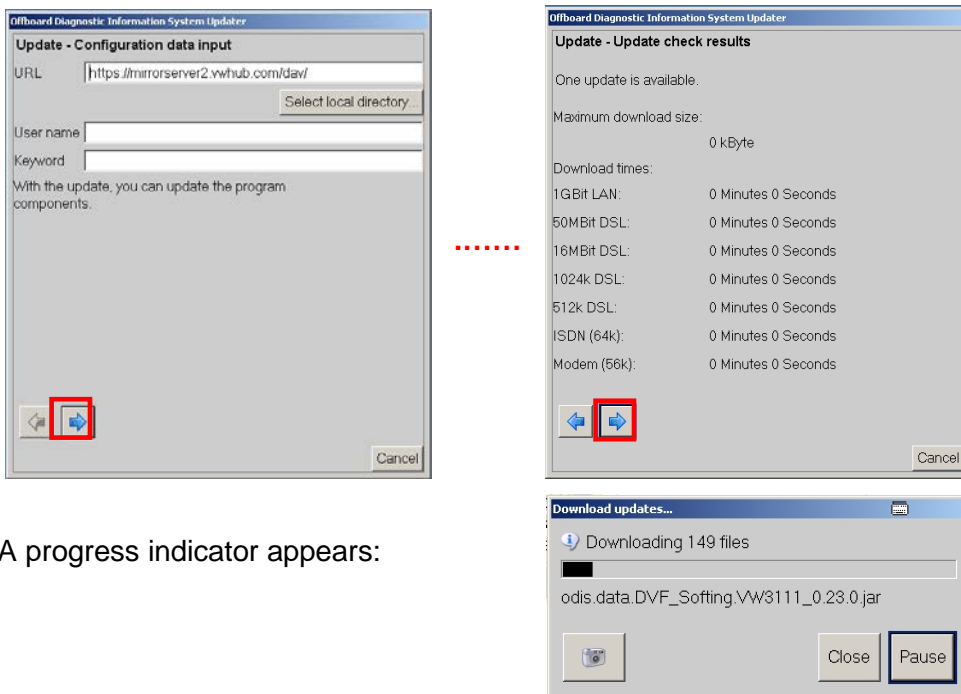
2. If **no partially-completed and saved diagnostic sessions exist**, click the **blue forward arrow** button: if partially-completed and saved diagnostic sessions exist, click **Cancel** and resolve the sessions **before** performing the installation.



Continued ...9/



3. Click the **blue forward arrow** button in both of the system updater prompts that follow:



A progress indicator appears:

During the installation routine, ODIS Service may shut down, restart and resume the installation process. This is normal ...please be patient!

When the installation is complete, ODIS Service restarts and displays an updated Release Notes window. If application files were updated, a new application version number is applied. If the diagnostic database was updated, updated version number(s) for applicable Brand data appear in the **Info > Versions** category. For details, refer to [Section 4.0 – Pg. 10](#).

4.0 – Identifying Software Versions

Application software and diagnostic database content updates can include a wide range of **brand new data, revisions or corrections to existing data** and **data that was previously missing**.

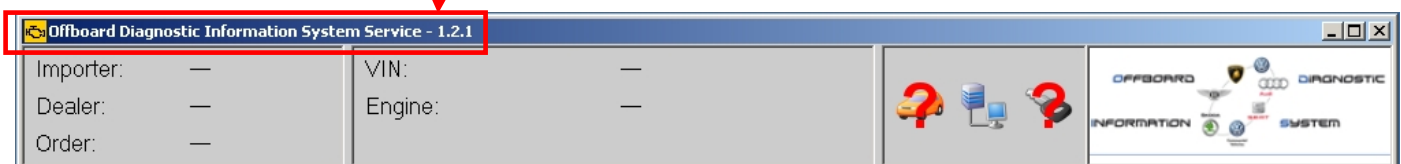
Supervisor or technician users are responsible for ensuring all diagnostic devices are updated with the latest versions. As a result, it is important that **ALL** technician users be aware of the versions currently installed! This is especially important when contacting the Volkswagen Dealer Technician and Diagnostic Tester Software Support (DTSS) helplines (that may ask what version is installed).

Note:

The version numbers illustrated below are examples only! Versions are always subject to change!

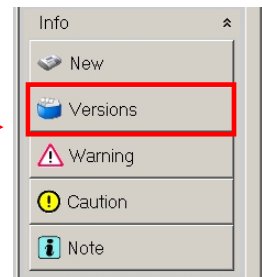
Application Software Version

The application software version number is **always visible** at the top of the ODIS Service window:



Diagnostic Content Version(s)

1. From the ODIS Service main/start window, scroll down and expand the **Info** category, and then click **Versions**

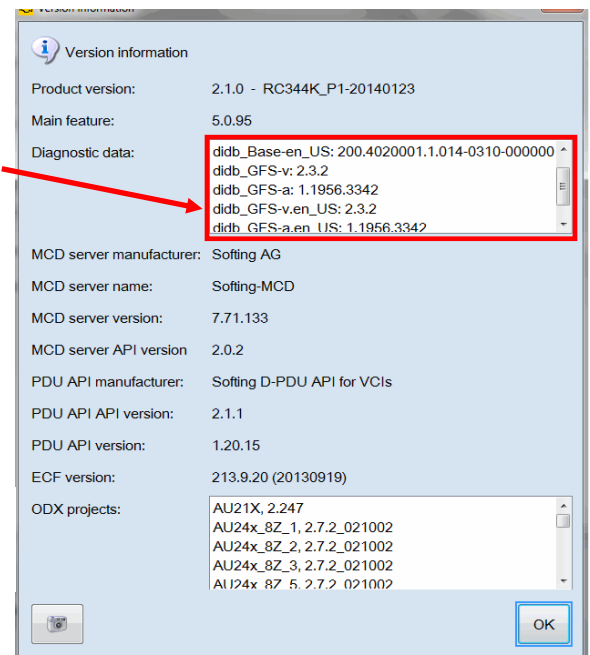


2. The **Diagnostic data** scroll window lists the **brand content** and **language** versions installed

Content version example: **didb_GFS-a.en_US: 1.1956.3342**

- **didb** = database
- **GFS** = Guided Fault Finding
- **a** = Audi
- **en** = English
- **US** = US & CDN Market
- **1.1956.2242** = Content Version*

* Content version displayed is an example only! This number will change with every new release.





5.0 – Errors and Troubleshooting

5.1 – Update Connection - Timeout Adjustment

Update downloads can be adversely affected by high data traffic periods on a dealership network (Parts & Sales dept. etc.) and poor wireless system capabilities if used. Under these circumstances, update downloads are likely to timeout and return errors. To minimize timeouts we recommend:

- **Cabled (CAT5) connection** between dealership network and diagnostic device
- **Update mirror server connection timeout period** increased as described below:

1. From the ODIS Service main/start window, select the **Admin** operating mode.
2. Select the **Connections** tab and **Mirror Server 2** category:

3. If necessary, change the default **Timeout [S]** value to a higher number as applicable. Click **Save / Yes**: To revert to the default value, click Reset.

5.2 – Firewalls and Anti-Virus Software

ODIS Service requires the host diagnostic device to have access to an unrestricted LAN (Internet) connection. This applies not only to the software update and installation processes described above, but to enable connection to various Volkswagen AG Group URLs for regular vehicle diagnostic functions requiring network access.

As a result, if the dealership IT policy specifies that network traffic be routed through a firewall, or that individual devices communicating on the network each have commercially-available anti-virus programs installed, **these entities must be configured to allow open network access to diagnostic devices.**

For additional information, refer to **Service Information – ODIS Service** document title: **VAS Diagnostic Devices – Required Open Internet Addresses (URLs).**

If anti-virus software is installed, please refer to the software documentation for instructions on how to set network connection exclusions for installed software.

As a wide variety of network security and anti-virus systems exist, AoA DTSS consultants are unable to provide assistance if issues are caused by restricted network access. If you are unsure about how to proceed, ask your Systems Administrator or IT Professional for assistance.

5.3 – Update Error Checklist

The preparation and settings checklist below covers the causes for most ODSX00XX errors returned during update downloads and installations. (Print this page if necessary).

Check ✓	Preparation
<input type="checkbox"/>	Dealership network bandwidth: Minimum 6 mbps (single franchise) or 8 mbps (dual franchise). (Download speeds are easily determined via any of the “Speed Test” Internet sites).
<input type="checkbox"/>	ODIS Service security certificate must installed: Refer to Service Information – ODIS Service document title: ODIS Service Installation Phase 3 – Security Certificate Request & Installation Instructions
<input type="checkbox"/>	Open network connection available: Test > Internet Explorer > Google.
<input type="checkbox"/>	VWAG Group Systems URLs allowed through firewall: Refer to Service Information – ODIS Service document title: VAS Diagnostic Devices – Required Open Internet Addresses (URLs).
<input type="checkbox"/>	Anti-virus software configured with ODIS Service Mirrorserver2 URL exclusion: Refer to anti-virus software documentation or ask IT Professional for assistance.
Check ✓	Confirm Settings (ODIS Service running)
<input type="checkbox"/>	Connection method: > Admin > Connections > Connection Types: Set to Internet (NOT CPN)
<input type="checkbox"/>	Mirrorserver2 URL: > Admin > Connections > Mirrorserver2 URL: Set to: https://mirrorserver2.vwhub.com/dav/ If not as shown, click Reset . Also confirm that the User and Password entry fields are empty .
<input type="checkbox"/>	Mirrorserver2 Timeout Period Increased: Refer to instructions in Section 5.1 – Pg. 11.