

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-15-02

Subject: Online Update Guide

Date: Mar. 31, 2015

Supersedes AOS-14-30 due to revised formatting and additional information.

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1.0 – Introduction

1.1 – General Information

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

This guide is intended to assist service personnel using ODIS Service **online update functions**. Please review the **Table of Contents** above and refer to the applicable Section / Page for details.

ATTENTION! Please distribute this information to all affected service personnel!

1.2 – Network Performance Recommendations

To ensure trouble-free update search and 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	• 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).

ATTENTION!

If Dealer IT policies require the network to be configured for highly secure data traffic, e.g.: firewalls, user account controls, anti-virus programs etc., access to URLs that are routinely used by ODIS Service must be allowed.

Additional information:

- **Service Information – ODIS Service** document title: **Required Open Internet Addresses (URLs)**
- [Section 5.2 – Pg. 16.](#)

2.0 – Configuration

2.1 – General Information

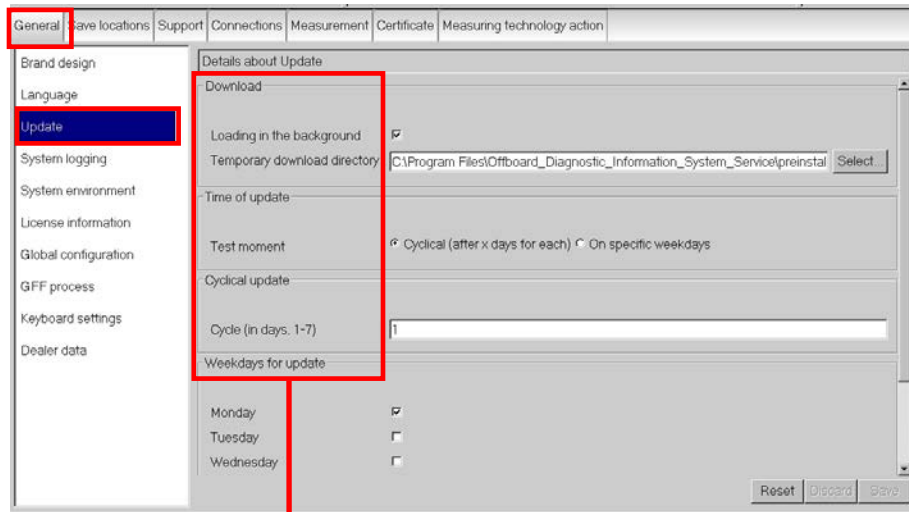
Update search and download routines can be configured to suit user preferences or workshop workflow.

Technician users must become familiar with the configuration on each device. Their use of ODIS Service must include knowledge of the various search, download and installation prompts, as well as the meaning of certain notification icons.

2.2 – Configuration Window

The schedule for **automatic update searches**, 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** below for configuration details:



Legend	
Download	Specifies how downloads take place .
Loading in the background Enabled (☒) is the default setting	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 be configured to **automatically check for updates every day and perform a background download of available updates** 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	☒
Tuesday	☒
Wednesday	☒
Thursday	☒
Friday	☒
Saturday	☒
Sunday	☒

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	☒
Tuesday	☒
Wednesday	☒
Thursday	☒
Friday	☒
Saturday	☒
Sunday	☒

Reset Discard **Save**

3.0 – Update Downloads & Installations

3.1 – Overview

Updates are downloaded into a temporary directory while ODIS Service is running. This enables use of the software. Update installations take place when ODIS Service **not** running. Installations can be performed immediately or deferred to a convenient time (for example, initiated before close of workshop hours).

Available update types and sizes can vary greatly. Application and incremental diagnostic database updates can be relatively small. This results in quick download and installation times. Diagnostic database updates for new models and model years can be relatively large. This results in longer download and installation times.

Total download and installation times also depend on factors like diagnostic device hardware and software performance, whether or not the device was up-to-date prior to the current update, the dealership network bandwidth and whether the network connection to the device is cabled or wireless.

While ODIS Service can be configured for various search, download and installation methods, for simplicity we recommended limiting them to those summarized below:

Method:	Notes:
Automatic search, background download and flexible installation options	• This is the recommended configuration setting (Ref. Section 2.3). • Update downloads start automatically and run in the background when ODIS Service is started. No user intervention is required. • User must initiate a manual installation when the download is completed. • Manual search, download and installation are also possible at any time via the “Extras” operating mode.
Manual search, background download and flexible installation options	• Generally used when configurations other than the recommended setting are applied. • Manual search, download and installation can be initiated at any time the “Extras” operating mode.

3.2 – Conditions & Restrictions

ATTENTION!

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

Notes:

- If an **automatic background download** is in progress and a vehicle diagnostic session is started, **the download is automatically paused**. The download automatically resumes when the diagnostic session is finished.
- If a download in progress is cancelled, or if ODIS Service or Windows® is shut down, **the download automatically resumes** the next time ODIS Service is started and a network connection is present.

3.3 – Update Indicator Icons

The icons described below appear in the ODIS Service main/start window status bar (bottom of screen). These icons indicate download status, search and installation readiness:

Icon	Description
	Download Icon: Automatic background download is in progress.
	Download Icon: Automatic background download is paused.
	Search & Installation Information Icon: 1. An automatic background download is complete: Click to start the installation process. 2. The time frame for an update search is exceeded (configuration-dependent): Click to start a manual search.

3.4 – Automatic Search, Background Download & Installation

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”.
- Diagnostic device connected to dealership network (cabled preferred)
- ODIS Service program set to run **as Administrator**
- ODIS Service **Security Certificate** installed
- Recommended ODIS Service update configuration settings applied. Ref. [Section 2.3 – Page 4](#)
- Admin > Connections > Brand Settings > Connection types **set to: Internet**
- Admin > Connections > Mirrorserver2 URL **set to: https://mirrorserver2.vwhub.com/dav**

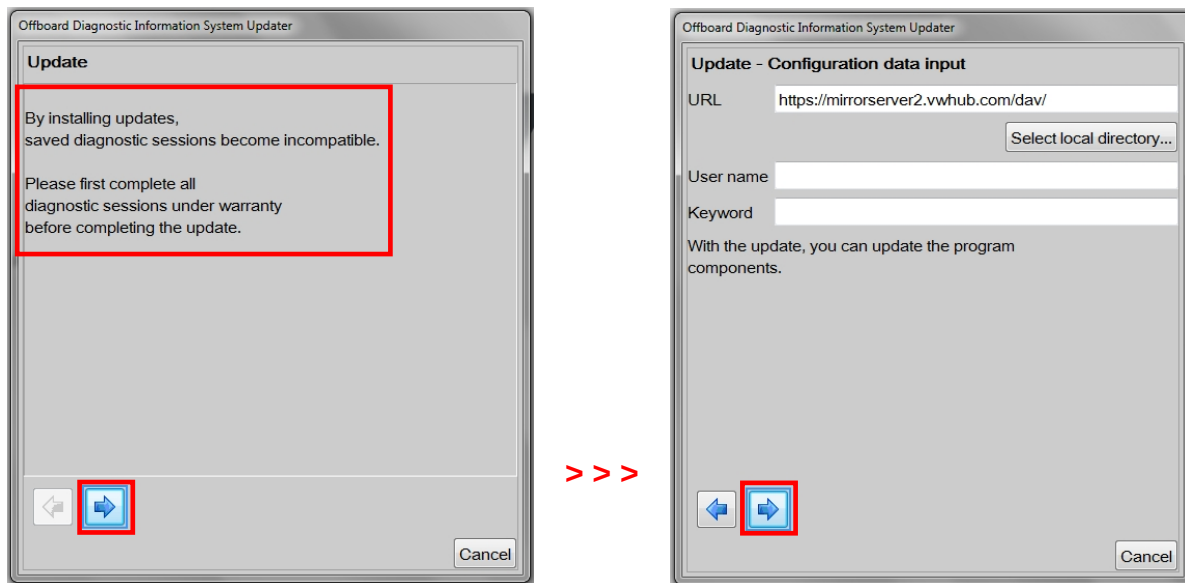
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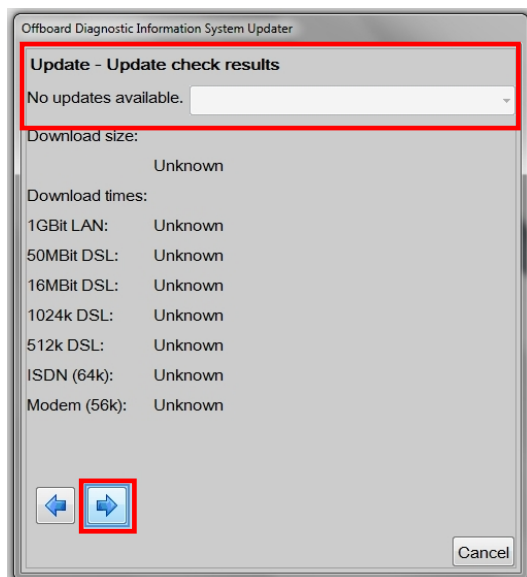
3.4.1 – Automatic Search & Background Download

When configured as recommended, the following automatic routine occurs one time only, the first time ODIS Service is started on any given day.

1. Start ODIS Service.
2. Heed the prompt to complete all saved diagnostic sessions:
3. If you wish to proceed, click the **blue forward arrow** button in each of the following prompts, or click **Cancel** to launch ODIS Service without searching (for example, to first resolve partially-completed and saved diagnostic sessions):



- 4a. If **no updates are available**, click the **blue forward arrow** button or **Cancel**:

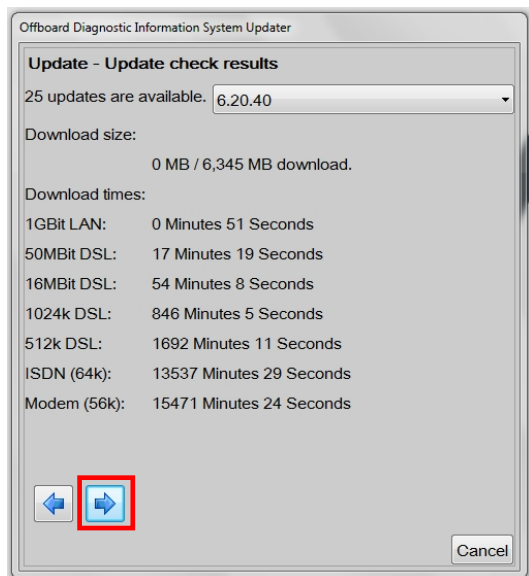


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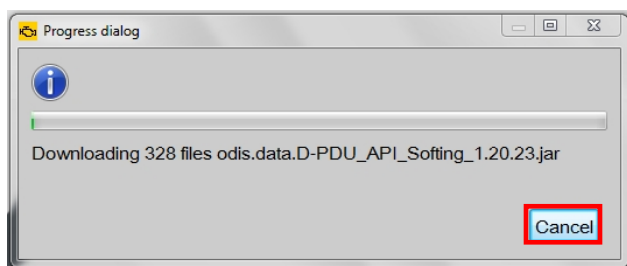


Note: The update content illustrated below is an example only! Update contents will always vary.

4b. If updates are available, click the **blue forward arrow** button:



5. Click **Cancel**:

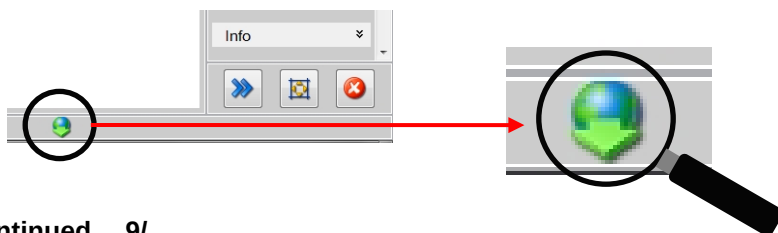


ODIS Service automatically restarts.

Notes:

- Clicking **Cancel** as instructed above **restarts ODIS Service with the download running in the background**. This enables use of the software.
- To let the download run in the foreground, do not click **Cancel**. ODIS Service cannot be used with this option.

6. From the ODIS Service main/start screen status bar, confirm that the download is running in the background via the download icon:



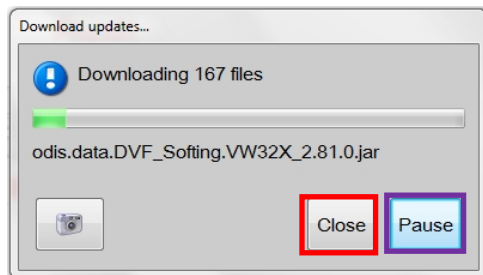
Continued... 9/

Download Status Options:

7. If desired, click the **download icon** to monitor the download status:



- Select [**Pause**] to interrupt the download:
- Select [**Close**] to close the window:

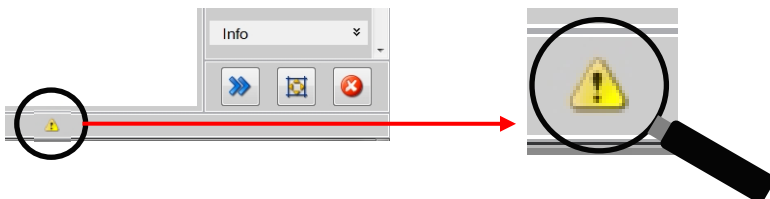


All ODIS Service functions can be carried out during an automatic background download.

3.4.2 – Installation

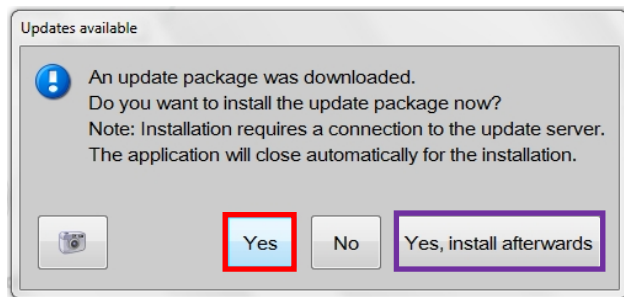
When the background download is complete, the **search & installation information icon** appears:

1. Initiate the installation by clicking the **search & installation information icon**:



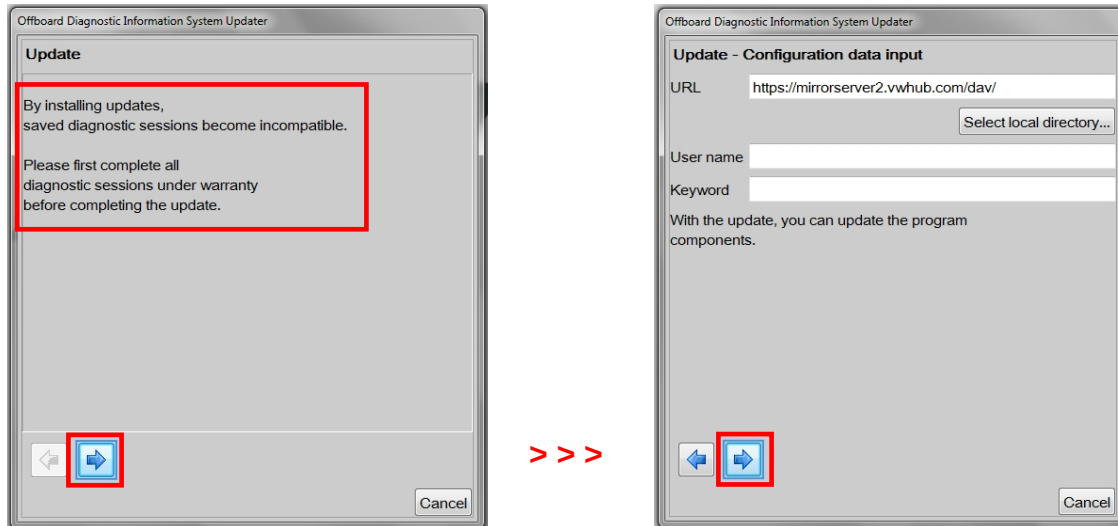
- 2a. Select [**Yes**] to start the installation and **restart ODIS Service** after the installation finishes. (This option is suitable for installations initiated during normal workshop hours):
- 2b. Select [**Yes, install afterwards**] to start the installation and **shut down the diagnostic device** after the installation finishes. (This option is suitable for installations initiated at the end of normal workshop hours):

If **No** is selected, the installation routine is cancelled. The search & installation icon remains active as a reminder that an installation is pending.



Continued... 10/

3. Heed the prompt to complete all saved diagnostic sessions:
4. If you wish to proceed, click the **blue forward arrow** button in each of the following prompts, or click **Cancel** to proceed directly to ODIS Service without installing, for example, to resolve partially-completed and saved diagnostic sessions:

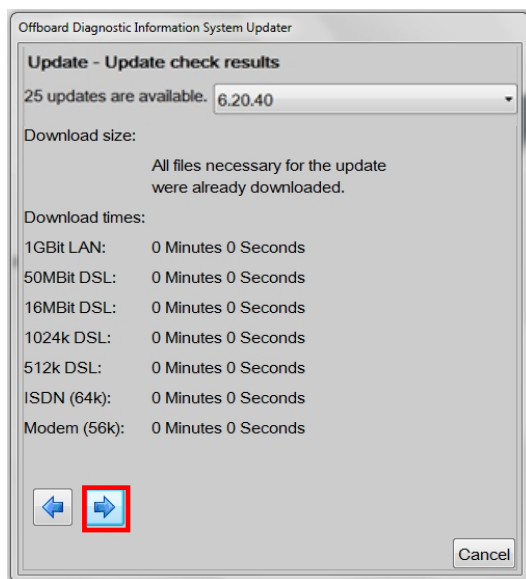


Notes:

- Cancelled installations can be resumed by clicking the **search & installation information icon** in the main/start window status bar:
- The update content illustrated below is **an example only!** Update contents will always vary.

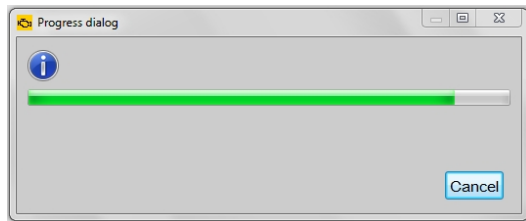


5. Click the **blue forward arrow** button:



ODIS Service shuts down automatically and the installation routine starts. A progress dialog is displayed.
Continued... 11/

6. No action necessary:



When the installation has finished, ODIS Service automatically restarts, or the diagnostic device automatically shuts down, depending on the **installation option** selected. Ref. [Step 2a & 2b - Page 9](#).

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. 14](#).

3.5 – Manual Search, Download & Installation

Note:

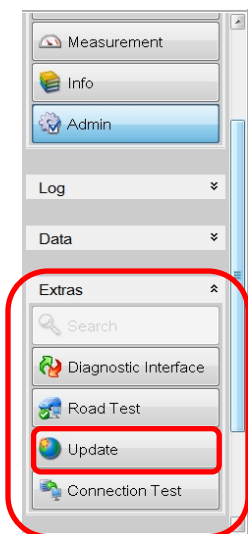
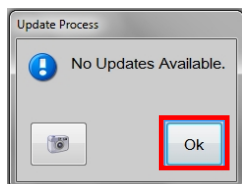
Please heed the **Prerequisites** – [Ref. Section 3.4 – Page 6](#)

3.5.1 – Manual Search & Background Download

1. Scroll down in the **Operating modes** sidebar and expand the **Extras** category:

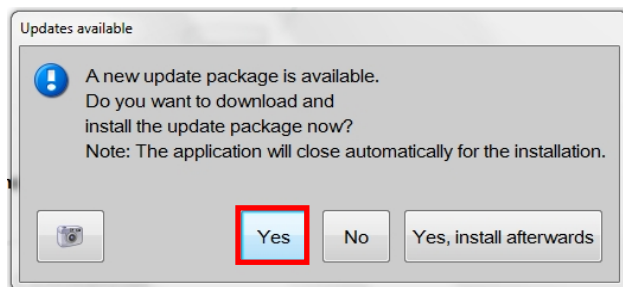
2. Select **Update**:

3a. If no updates are available, click **Ok**:



3b. Select **[Yes]** to start the download:

3c. Select **No** to cancel the download:

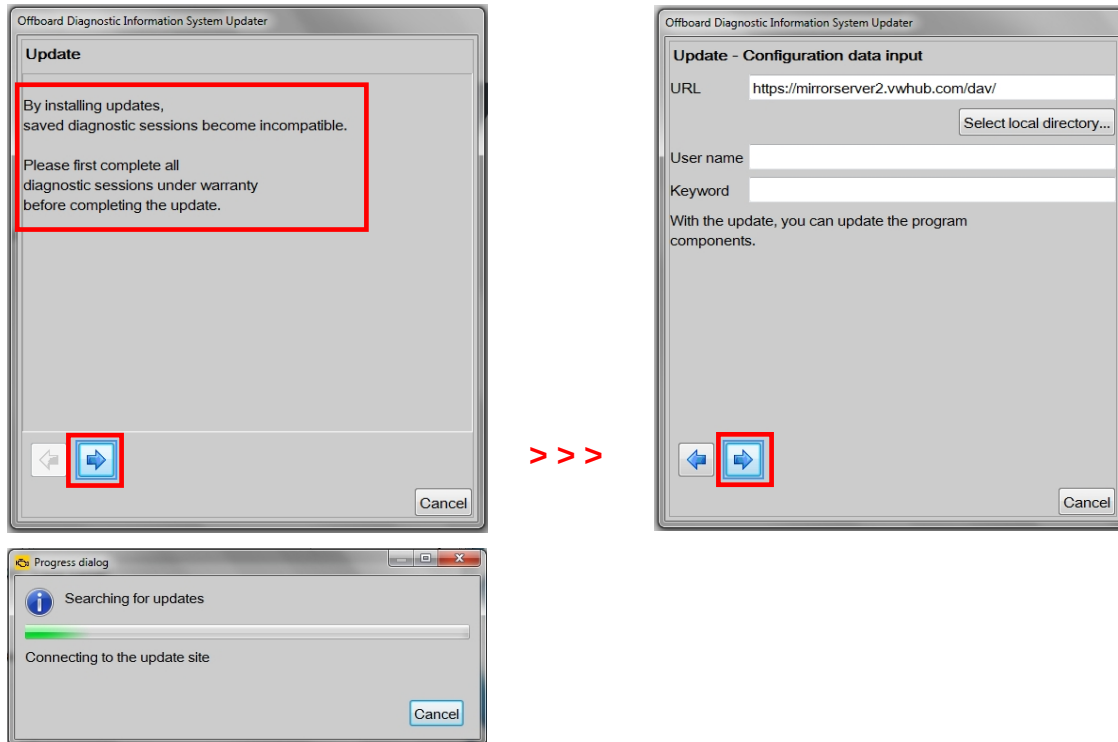


ODIS Service automatically shuts down and initiates its system updater routine for manual downloads.

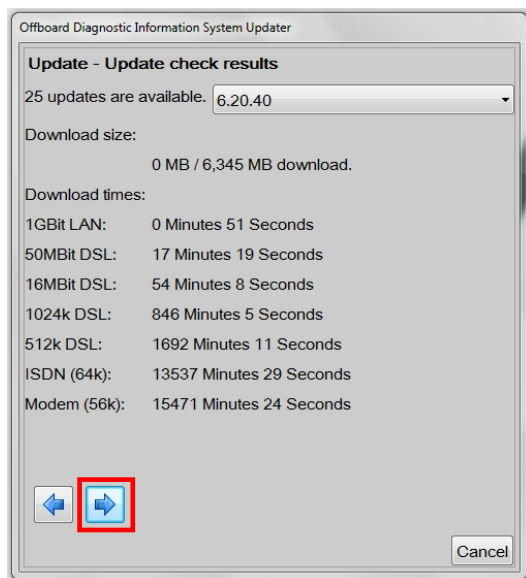
Continued... 12/



2. Heed the reference to complete all saved diagnostic sessions:
3. Click the **blue forward arrow** button in each prompt, or click **Cancel** to return to ODIS Service without downloading (for example, to resolve partially-completed and saved diagnostic sessions):



4. Click the **blue forward arrow** button:



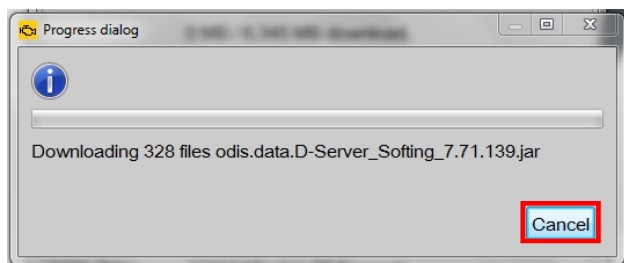
Note:

*The update content illustrated is an example only!
Update contents will always vary.*

Continued... 13/



5. Click **Cancel**:

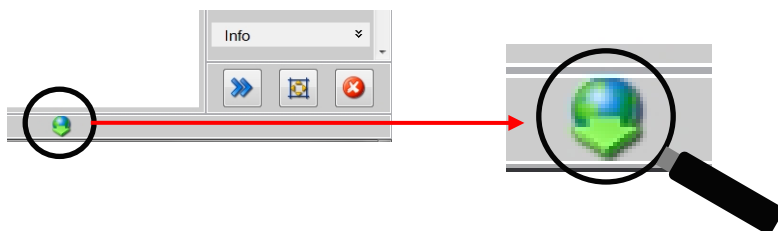


ODIS Service automatically restarts.

Note:

Clicking **Cancel** as instructed above **restarts ODIS Service with the download running in the background**. This enables use of the software.

6. When ODIS Service restarts, confirm that the download is running in the background via the download icon:



3.5.2 – Installation

The installation routine for the manual background download described above is the same as an automatic background download. When the **search & installation information icon**, appears, start the installation as instructed in [Section 3.1.2 – Page 9](#).

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. 12](#).

4.0 – Identifying Software Versions

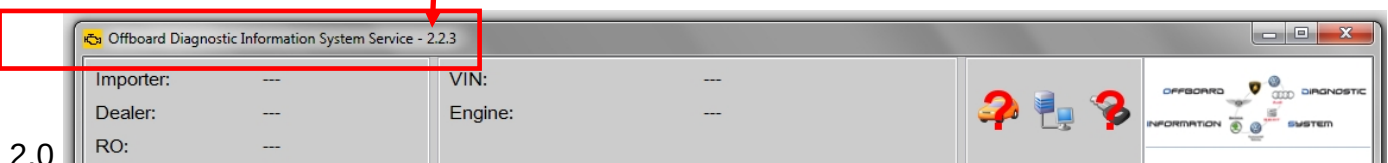
Application software and diagnostic database content updates can include a wide range of **brand new data, revisions or corrections to existing data** and **data that was previously missing**.

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

Note: The versions illustrated below are examples only! Versions are always subject to change!

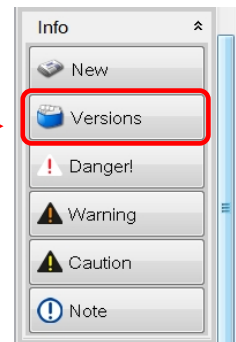
Application Software Version

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



Diagnostic Content Version(s)

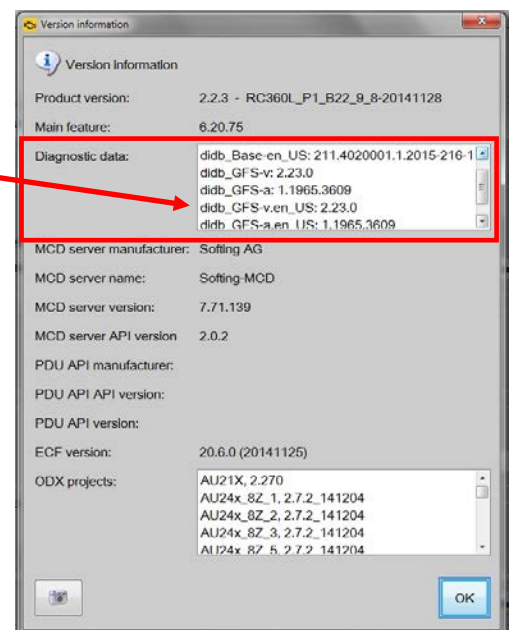
1. From the ODIS Service main/start window, scroll down and expand the **Info** category, and then click **Versions**



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

Content version example: **didb_GFS-v.en_US: 2.23.0**

- **didb** = database
- **GFS** = Guided Fault Finding
- **a** = Audi
- **en** = English
- **US** = US & CDN Market
- **1.1965.3609** = 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:

The screenshot shows the ODIS software interface. The 'Connections' tab is selected at the top. In the left sidebar, 'Mirror Server 2' is highlighted. The main area displays 'Details about Mirror Server 2'. Under the 'Access data' section, the 'Mirror Server URL' is 'https://mirrorserver2.vwclub.com/dav/'. Under the 'Timeout' section, the 'Timeout [s]' field is set to '5'. At the bottom right are 'Reset', 'Discard', and 'Save' buttons.

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.

This screenshot is similar to the previous one, but the 'Timeout [s]' field is now set to '60'. The 'Save' button at the bottom right is highlighted with a red box. The 'Mirror Server 2' category in the sidebar remains selected.

5.2 – Firewalls and Anti-Virus Software

ODIS Service requires its host diagnostic device to access an unrestricted Internet connection. This applies not only to the software update and installation processes described above, but to enable connection to Volkswagen AG Group URLs for all 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: **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, 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
☐	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).
☐	ODIS Service security certificate must installed: Refer to Service Information – ODIS Service document title: ODIS Service Installation Phase 3 – Security Certificate Request & Installation Instructions
☐	ODIS Service program set to run as Administrator .
☐	Open network connection available: Test > Internet Explorer > Google .
☐	VWAG Group Systems URLs allowed through firewall: Refer to Service Information – ODIS Service document title: Required Open Internet Addresses (URLs).
☐	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)
☐	Connection method: > Admin > Connections > Connection Types: Set to Internet (NOT CPN)
☐	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 .
☐	Mirrorserver2 Timeout Period Increased: Refer to instructions in Section 5.1 – Pg. 13 .