



ODIS Service FAQs

VOS-FAQ-15-01

05/14/2015

Note:

New or **Revised** issues are marked accordingly.

The following FAQs apply to all VAS diagnostic device platforms unless noted otherwise.

Revised

Q. Why does ODIS get stuck on Processing Cached Protocols when first opened and will not fully open?

A. In most cases this is caused by automatically-saved protocol buffer data. Locate and delete the data from a Windows directory and then perform a brief reconfiguration as instructed in *Service Information – ODIS Service* document title: *ODIS Service Stalls on Processing Cached Protocols*

If you are not comfortable with navigating and deleting data from a Windows directory, please call us at 888-896-1298.

Q. We ordered the new ODIS Service DVD V2.2.2; do I need to install it on all VAS devices?

A. V2.2.2 DVD is **NOT** an update DVD. Please do not use it to update existing ODIS Service installations that are already up-to-date and functioning normally. It should be used for re-installations in case of malfunctioning software or new installations on new devices only.

Q. Why do I receive a "Framework start failed with 13" error when attempting to open ODIS?

A. This error may occur when the online update fails during a new base update. Please order ODIS Service DVD v2.2.2 from the Technical Literature Ordering Website and re-install ODIS Service.

(cont.)

Q. I am unable to configure the Email Outbox server because I don't know the dealer-specific details needed. What can I do?

A. We now have a dedicated Email Server for use by all dealers. Please refer to *Service Information – ODIS Service* document title: *Dedicated Email Server Configuration*

Q. Why won't ODIS see the vehicle when I've added the VAS5054A correctly?

A. Something occurred which corrupted some files. We can now fix this issue, please give us a call at 888-896-1298.

Q. What does the error ODS6501E/ODS2508F General Database access error when opening ODIS Service indicate?

A. Please contact Diagnostic Tester Software Support at 888-896-1298; we can usually resolve this without a re-load of ODIS Service.

Q. Why am I receiving an invalid license error after installing Windows 7®?

A. The most likely cause is that you didn't order a new license after installing Windows 7®. This is necessary since the hardware ID changed.

Q. Do I need to request a new license and certificate after installing Windows 7®?

A. Yes. Installing Windows 7® will change the hardware ID, so a new license and certificate are required.

Q. Once I update to Windows 7 and obtain my new license and certificate, do I need to keep my old license and certificate that I have for Windows XP®?

A. No. Please delete all old license, certificates and hardware ID's

Q. Which devices can run Windows 7®?

A. VAS6150A/B/C and VAS6160/A.

(cont.)

Q. How do I add the 5054A Diagnostic head to my VAS device?

A. The install steps are slightly different when running ODIS Service only. Please refer to *Service Information – Diagnostic Device Hardware & Windows* document title: *VAS 5054A Transmitter Head – Bluetooth® & EDIC Configuration – ODIS Service Only*

Q. When I click on **Info** in ODIS Service, I’m prompted for an ID and PW. What do I use to login?

A. Enter your vwhub.com ID and PW.

Q. What password do I use to import my ODIS Service Certificate?

A. Use the first 32 alpha-numeric characters (only) of the Hardware ID which you saved during your eShop license request.

Q. The GFF protocol log I sent from ODIS Service is not showing in GFF Paperless. How can I fix this?

A. If you received a “log was successfully sent” message when sending the GFF log but it’s not showing in GFF Paperless, please ensure there are less than 100 characters in the Dealer data field under Admin > General > Dealer data. Having more than 100 characters will cause the GFF log to not show up in GFF Paperless. Typically, the field should only contain your dealer number and name. If this is correct, contact the IT Service Desk at 866-892-3375 and open a ticket. You will need the date the GFF log was sent and the VIN.

Q. When I attempt to send my GFF log, I receive an error message of “The current operating mode does not allow the diagnostic protocol to be sent. The system will try again later”.

A. This error indicates ODIS Service is in Road Test Mode. Under Extras, select Road test and Cancel Road Test mode.

Q. Where can I see what Brand Version I have installed in ODIS Service?

A. Under **Info**, select **Versions**. The version is listed as didb_GFS-v: X.XX.XX *Example 2.17.00*

Q. How fast of an Internet Connection should I have to allow for smooth online updates?

A. We recommend 6 Mbps for a single franchise or 8Mbps if you’re a dual franchise.