



Das Auto.

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-15-04

Subject: ODIS Service Stalls on Processing Cached Protocols

Date: May 14, 2015

1.0 – Introduction

Automatically-saved diagnostic protocol buffer data could cause ODIS Service to stall on startup and display a “**Processing Cached Protocols**” message in the main/start screen footer.

To prevent the ODIS Service startup issue as described above, perform the configuration described below.

2.0 – Procedure

Notes:

- Please read these instructions in their entirety before performing the procedure. **If you do not understand the instructions, arrange to have a qualified person perform the procedure.**
- **Discard all printed copies of this document after use.** Revised versions may be issued at any time. Always check ServiceNet for the latest version.
- The routine creation and transmittal of diagnostic protocols to GFF Paperless are **NOT** affected by the configuration described below.

When ODIS Service stalls on startup and displays the **Processing Cached Protocols** dialog:

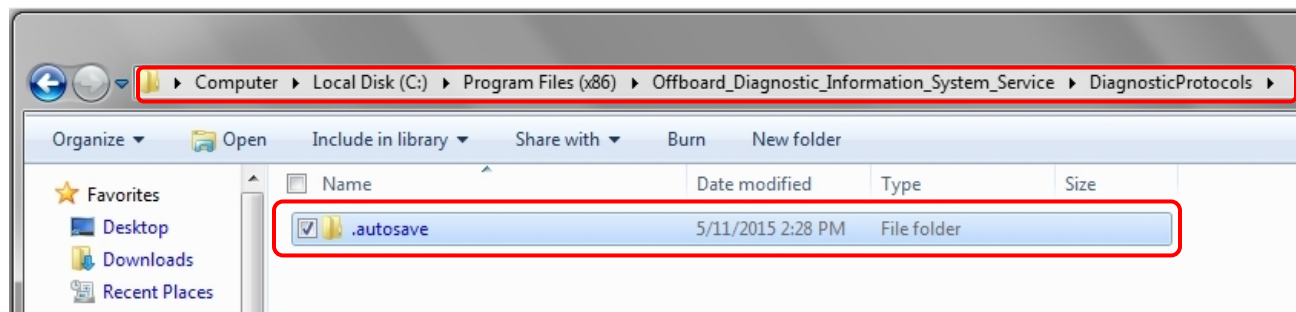
1. Close ODIS Service via Windows Task Manager:

- Press and hold **Ctrl + Alt + Del** and select **Start Task Manager**
- Right-click (select) **Offboard Diagnostic Information System Service**
- From the dropdown menu select **End Task** and select **Yes** when prompted.

2. Navigate EXACTLY as follows:

- > Windows Start > Computer > Local Disc (C:)
- > Program Files (x86) > Offboard_Diagnostic_Information_System_Service > Diagnostic Protocols

3. Open the .autosave folder:



Continued... 2/



Das Auto.

Service Information

4. **Select** and **Delete** the file(s) in the **.autosave** folder.
5. **Close** all Windows.
6. **Start** ODIS Service.
7. **Select** the **Admin** operating mode.
8. **Select** the **Diagnostic log** category from the **Save locations** tab:
9. **Select Off** from the **Auto save** option dropdown menu:
10. **Select Save / Yes:**

The screenshot shows the 'Save locations' tab in the ODIS software. The left sidebar has 'Diagnostic Log' selected. The main area is titled 'Details about Diagnostic Log'. Under 'Guided fault finding protocol', the 'Auto save' dropdown is set to 'Off'. Under 'Self diagnosis protocol', the 'Auto save' dropdown is also set to 'Off'. At the bottom right, the 'Save' button is highlighted with a red box.

Note:

To ensure consistent creation and transmittal of diagnostic protocols to GFF Paperless, the ODIS Service Admin > Connections > Brand Settings connection type must be set to **Internet**, and not changed at any time.