Service Information

Audi
Truth in Engineering

Offboard Diagnostic Information System Service (ODIS Service) **Number: AOS-15-11**

Subject: ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) **Date: Dec. 17, 2015**

Supersedes AOS-14-29 & AOS-14-13 due to addition of Security Certificate process to Phase 1 instructions.

Table of Contents

Section		Page
1.0	Introduction	2
1.1	General Information - MUST READ!	2
1.2	Preparation Overview	2
1.3	License & Certificate Processes Overview- MUST READ!	2
2.0	Preparation	3
2.1	Diagnostic Device Hardware & Network Prerequisites	3
2.2	Supplementary Materials	3
2.3	Assign Device ID	4
2.4	Prepare License & Certificate Storage Folders	4
3.0	License Process	5
3.1	Request License (eShop)	5
3.2	Download & Store License	14
4.0	Security Certificate Process - MUST READ!	18
4.1	Request Security Certificate (eCRMS)	18
4.2	Download & Store Security Certificate	22
4.3	Import Security Certificate to Windows®	24

Notes:

- *Please **read these instructions carefully and in their entirety** before performing any procedures. **If you do not understand these instructions, arrange to have a qualified person perform these procedures.***
- *Heed all prerequisite requirements and notes, and **follow all instruction steps in the Section order given**.*
- ***Discard all printed copies of this document after use**. Revised versions may be issued at any time. Always check ServiceNet for the latest version.*

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1.0 – Introduction

1.1 – General Information

This document describes the **preparation, license** and **security certificate** processes required **prior to installing ODIS Service diagnostic software** on eligible diagnostic laptop and tablet devices. These instructions apply to the preparation of **brand new diagnostic laptop and tablet devices, i.e.: devices where ODIS Service was NOT previously installed.**

Instructions for the initial installation of ODIS Service are broken down into **two separately-titled instruction document "Phases": Installation Phase 1** and **Installation Phase 2.** Both installation instruction documents are posted on ServiceNet.

Checkboxes are provided throughout this document to note fulfilled prerequisites and completed sections.

1.2 – Preparation Overview

The preparation guidelines:

- Ensure diagnostic device eligibility for ODIS Service software installation and use.
- Physically identify individual diagnostic devices in workshop service.
- Suggest methods to store and manage the license and security certificate files after download.

1.3 – License & Certificate Process Overview

1.3.1 – License Request & Download

- An ODIS Service software license file must be requested, downloaded and stored. The file is then retrieved and installed during the ODIS Service software installation process (Phase 2).
- License requests are submitted online via the **eShop** application administered by VWAG.
- License requests **must be made using the diagnostic device on which ODIS Service will be installed.** This is necessary to associate the license with the unique **hardware key** of the device.
- Regardless if license requests are made for devices at a **single-brand** dealer or a **dual-brand** dealer, **only one license file is needed per device**. The license file determines the brand-specific diagnostic data that is installed and updated.
- Each license request is reviewed by VWGoA and approved or denied as applicable.
- When approved, a **license approval notification email is sent to the email address entered in the request.** Please ensure that a valid email address is entered in the request. VWGoA and VWAG are not responsible for misdirected license approval notification emails.
- License requests submitted **before 1:00 PM EST** are typically approved **within three hours.** License requests submitted **after 1:00 PM EST** may take **up to one business day** for approval.
- License files must be **downloaded from eShop directly to the diagnostic device**, backed-up, and then installed during the ODIS Service software installation process (Phase 2).

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1.3.2 – Security Certificate Request, Download & Import

- A security certificate file must be requested, downloaded and stored. The file is then retrieved and imported to a Windows® certificate store **before** the ODIS Service software installation process.
- The certificate enables the authorized download, installation and update of ODIS Service software from a Volkswagen AG (VWAG) web-server, and allows diagnostic functions that require secure online communication with various VWAG Group services.
- Certificate requests are submitted online via the **eCRMS** application administered by VWGoA. A request form must be printed, signed and faxed to VWGoA.
- Certificate requests include entering the diagnostic devices' unique **hardware key** (determined during license request process) in the request form. This is necessary to associate the certificate **with the dealership** and the devices' **hardware key.**
- Regardless if certificate requests are made for devices at a single-brand dealer or a dual-brand dealer, **only one security certificate is needed per device**.
- Each certificate request is reviewed by VWGoA and approved or denied as applicable.
- When approved, **a certificate approval notification email is sent to the email address entered in the request.** Please ensure that a valid email address is entered in the request. VWGoA is not responsible for misdirected certificate approval notification emails.
- Certificate requests are typically approved **within one business day**.
- Certificate files must be **downloaded from eCRMS directly to a backup USB flash drive**, copied to the diagnostic device, and then imported to Windows.

2.0 – Preparation

2.1 – Diagnostic Device Hardware & Network Prerequisites

- ☐ *Windows 7*
- ☐ *Device must have a functional CD/DVD drive and USB functions.*
- ☐ *Network connection via Ethernet cable or WLAN enabled.*
- ☐ *Antivirus software temporarily disabled (where applicable).*
- ☐ *Device connected to A/C power adapter and booted to Windows desktop.*
- ☐ *Diagnostic tablets: Connect USB mouse and keyboard for easier input.*

2.2 – Supplementary Materials

Error-free license and certificate process management relies on **identifying** all **diagnostic** devices in service and **safely storing** these files until they are needed. To enable this, obtain the following:

- ☐ Self-adhesive labels. (Optional: permanent marker.)
- ☐ USB Flash Drive (for license & certificate file backups).

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2.3 – Assign Device ID

We suggest assigning a **device ID** using the following method:

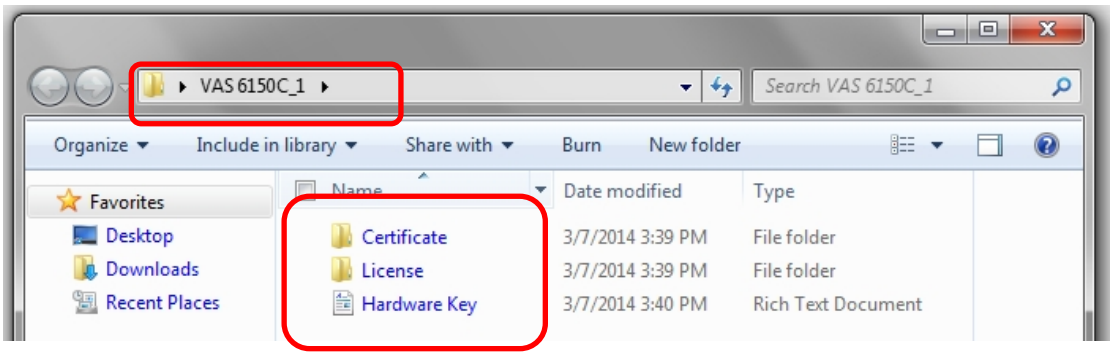
1. Apply a **self-adhesive label** to the diagnostic device in a clean, conspicuous area.
2. Mark the new devices' **model designation** along with a **numeric descriptor** on the label (or directly to the device with permanent marker) as per the following suggestions:
   - **6150C_1, 6160A_1 (The underscore 1 indicates only one of each device is in service).**
   - **6150C_1**, **6150C_2**, **6150C_3 etc. (The underscore numbers indicate more than one of the same device are in service).**

2.4 – Prepare License & Certificate Storage Folders

We suggest the following method to prepare **primary** and **backup storage folders.** These serve to **organize and store the license and certificate files** and record the device **hardware key** for future use.

1. Create the **primary** storage folder **on the Windows desktop** of the diagnostic device: **Right-click > New > Folder**
2. **Name** this folder with the **device ID** assigned as per Section 2.3. This folder will be referenced throughout the remaining instructions as the "**device folder**".
3. **Open** the **device folder** and **create two subfolders:** Name the subfolders **"License"** and **"Certificate"** respectively.
4. **Create** a **Text** document in the **device folder: Right-click > New > Text document**. **Save** the empty text document as: **"Hardware Key".**

   Example: Illustrated below is a **device folder** created for a device identified as **"VAS 6150C_1":**



5. Insert the **backup USB flash drive** into an available port on the diagnostic device.
6. Select and **Copy** the primary **device folder** to the **backup USB flash drive** directory.
7. Leave the backup USB flash drive connected with its directory accessible.
8. **Minimize** the primary and backup device folder windows.

☐ **Preparation steps completed. Proceed to Section 3.0 – Page 5**

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3.0 – License Process

3.1 – Request License (eShop)

Prerequisites:

- ☐ ***Person performing the request has access permission to the eShop application on vwhub.*** *(Permission must be granted by the dealership Systems Administrator.)*
- ☐ *All Section 2.0 - Preparation steps completed!*
- ☐ *Backup USB flash drive with* ***device folder*** *on hand.*
- ☐ ***The diagnostic device on which ODIS Service will be installed must be used to make the license request.***

1. **Launch Internet Explorer**
2. Logon to **accessaudi**
3. From the **Related Links** menu, select **Service**
4. From the submenu, select the link to **ODIS – eShop**

Notes:

- ***First time users*** *of eShop are prompted to register first before proceeding. Click the* **Registration** *icon and fill in the required information.*

  When done, select the **Register** *button, confirm the entered information, and then select* **Back to home page.**
- *The eShop process screenshots illustrated on the following pages are for a* ***dual brand dealer request.*** *Persons logging on to eShop from a* ***single brand dealer*** *will not see additional brand selection and entry fields.*
- *Separate* **Dual-brand** *and* **Single-brand** *instruction callouts are included in the following instructions steps where necessary.*
- ***Dual-brand*** *dealers* ***must*** **ALWAYS select BOTH the Audi and Volkswagen "*** ***Brand products" during the request process!***

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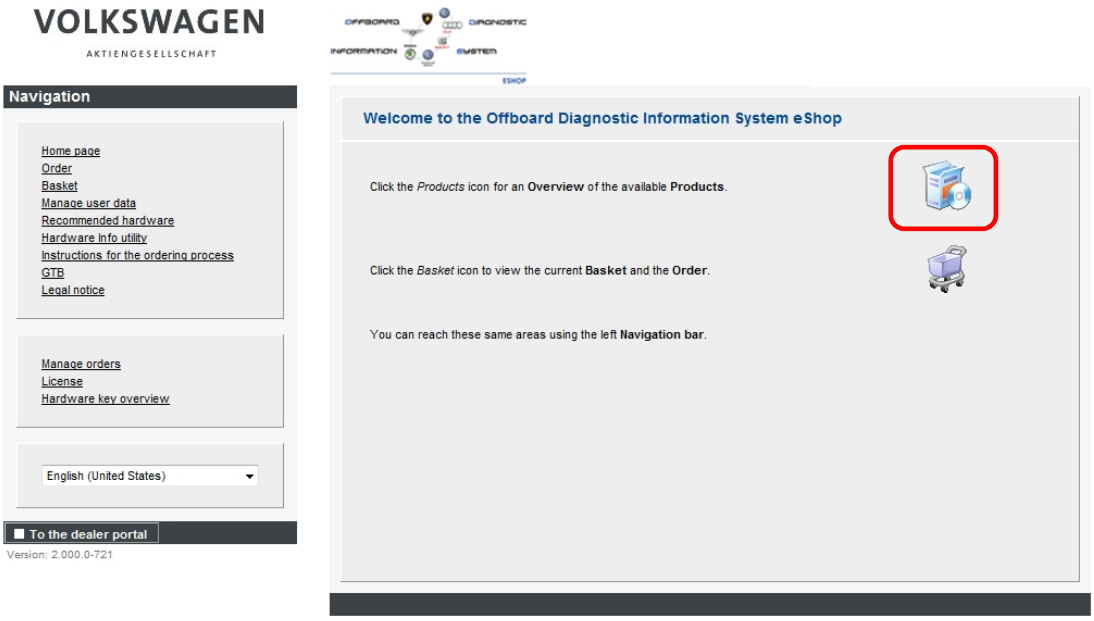
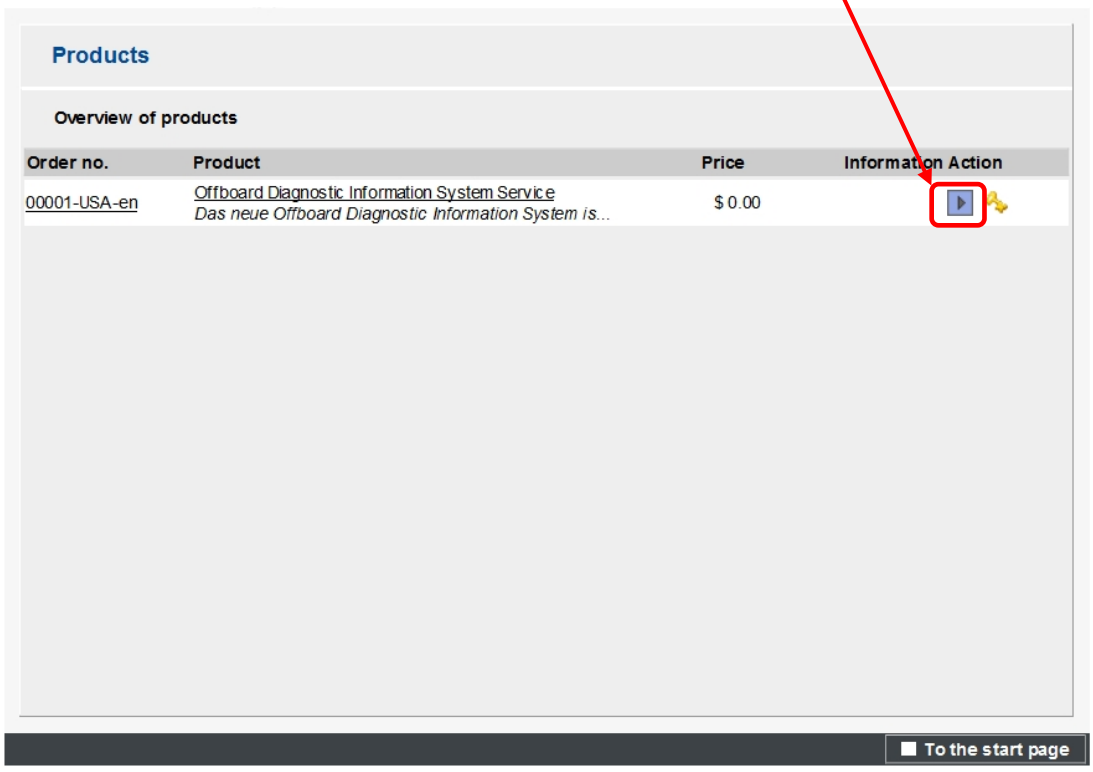
5. Click the **Products Overview Icon:**



6. Select **Offboard Diagnostic System Service** via the **Information Action** arrow icon:



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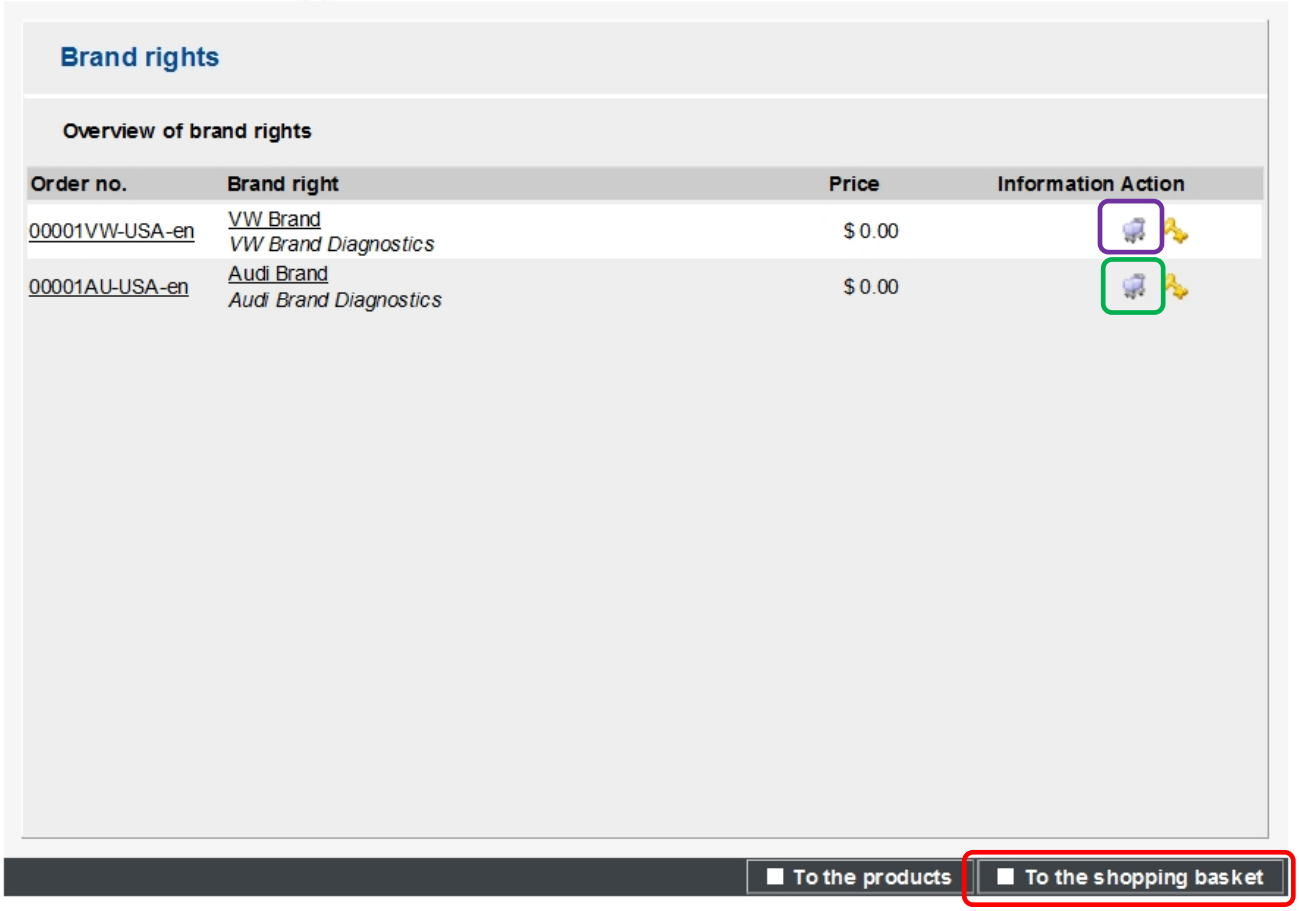
7. Click the **shopping cart icon (** **)** for a **chosen brand.** Wait a moment, and then proceed as applicable to your dealership:

   ☐ **Single-brand** dealer: Select **To the shopping basket:**

   ☐ **Dual-brand** dealer: Click the **additional brand shopping cart icon.** Wait a moment, and then select **To the shopping basket:**



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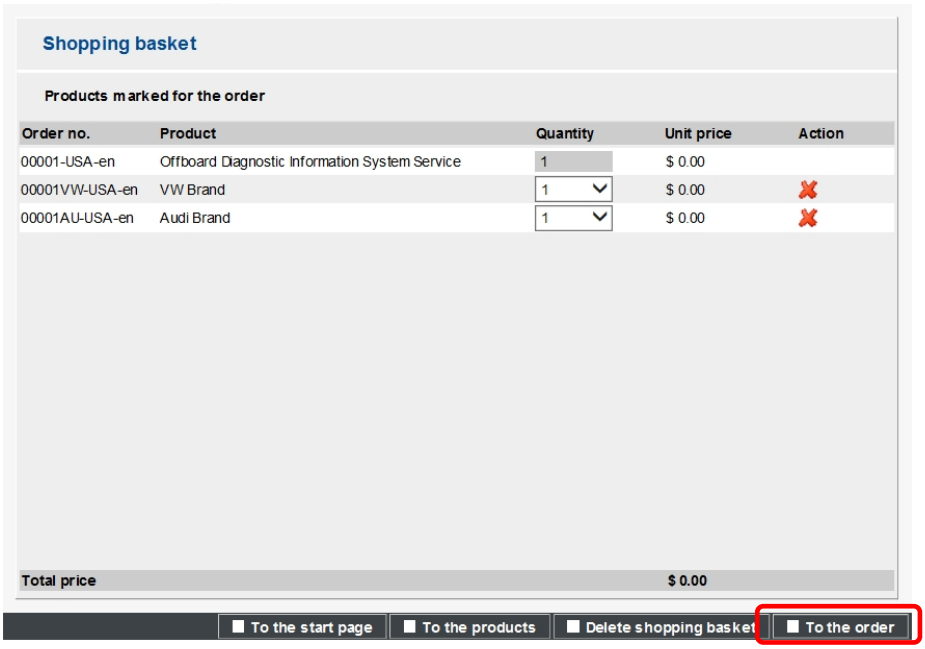
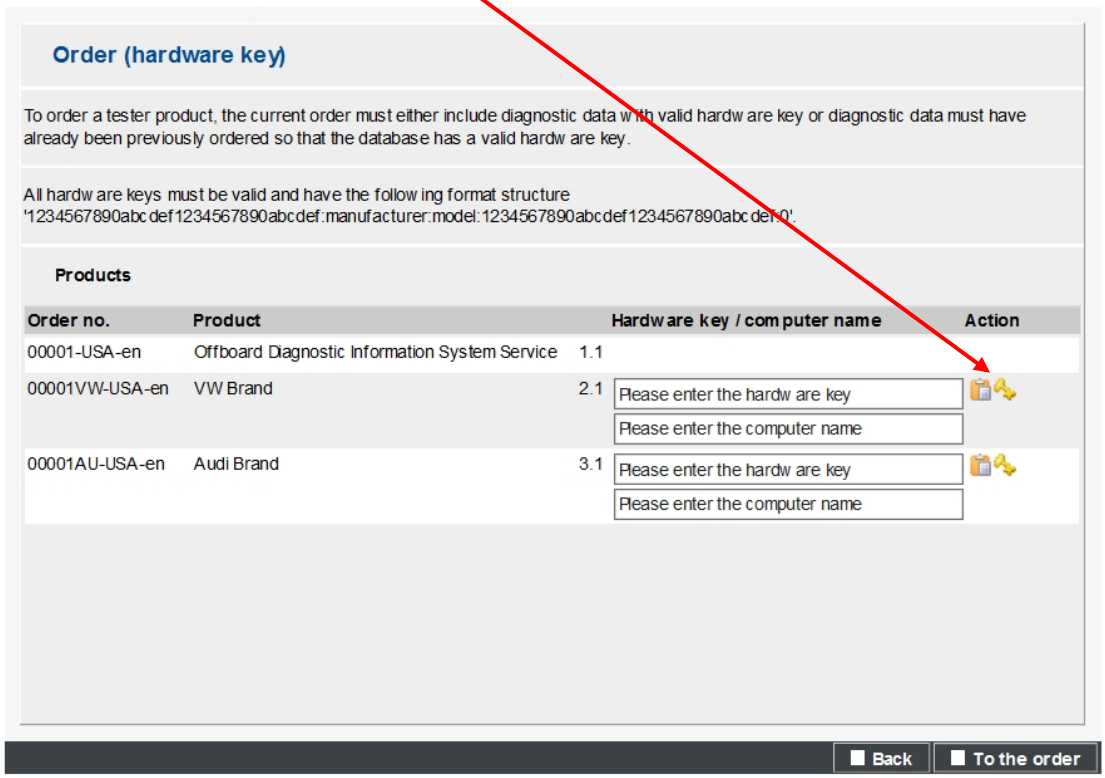
8. Click **To the order:** **DO NOT** change the **Quantity** dropdown value (1).



9. Click the **hardware key icon (** **)** for a brand product as illustrated:



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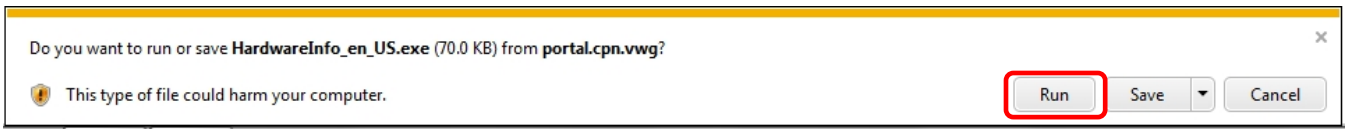
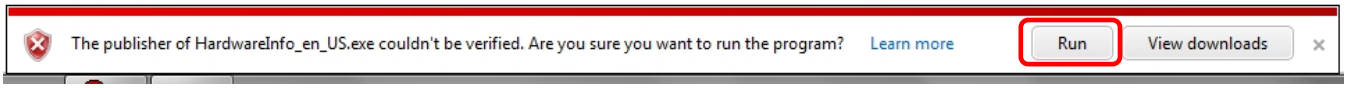
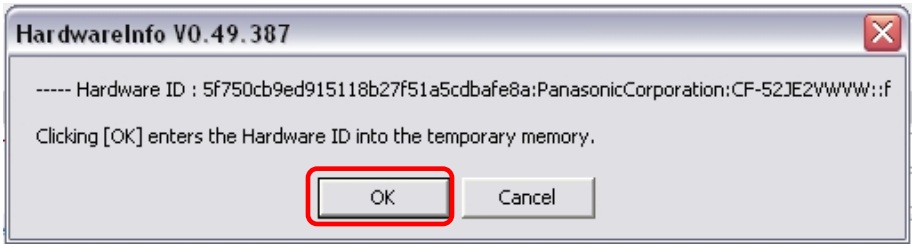
10. Select **Run:**



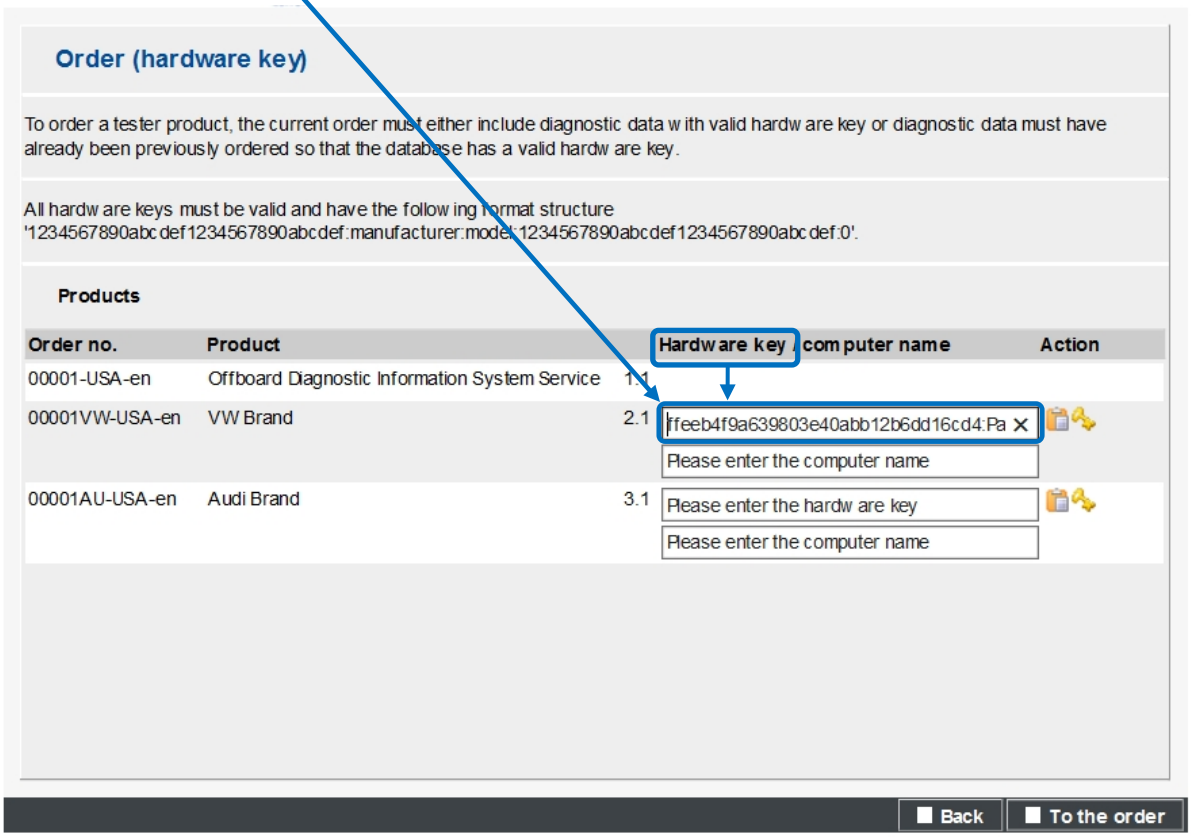
11. **If** this prompt appears, select **Run:**



12. Select **OK.** The alpha-numeric **hardware key** is saved in Windows **"clipboard"** memory:



13. **Right-click** a Hardware key entry field for a Brand product and **Paste** the saved hardware key into the field as illustrated:



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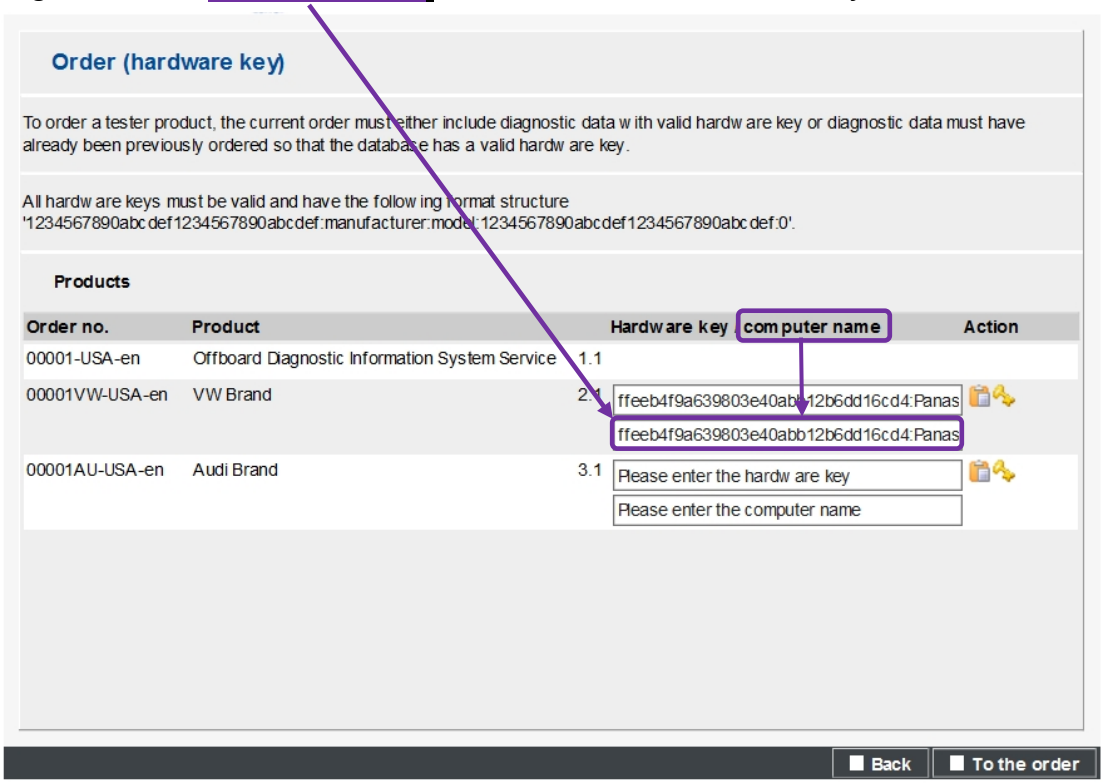
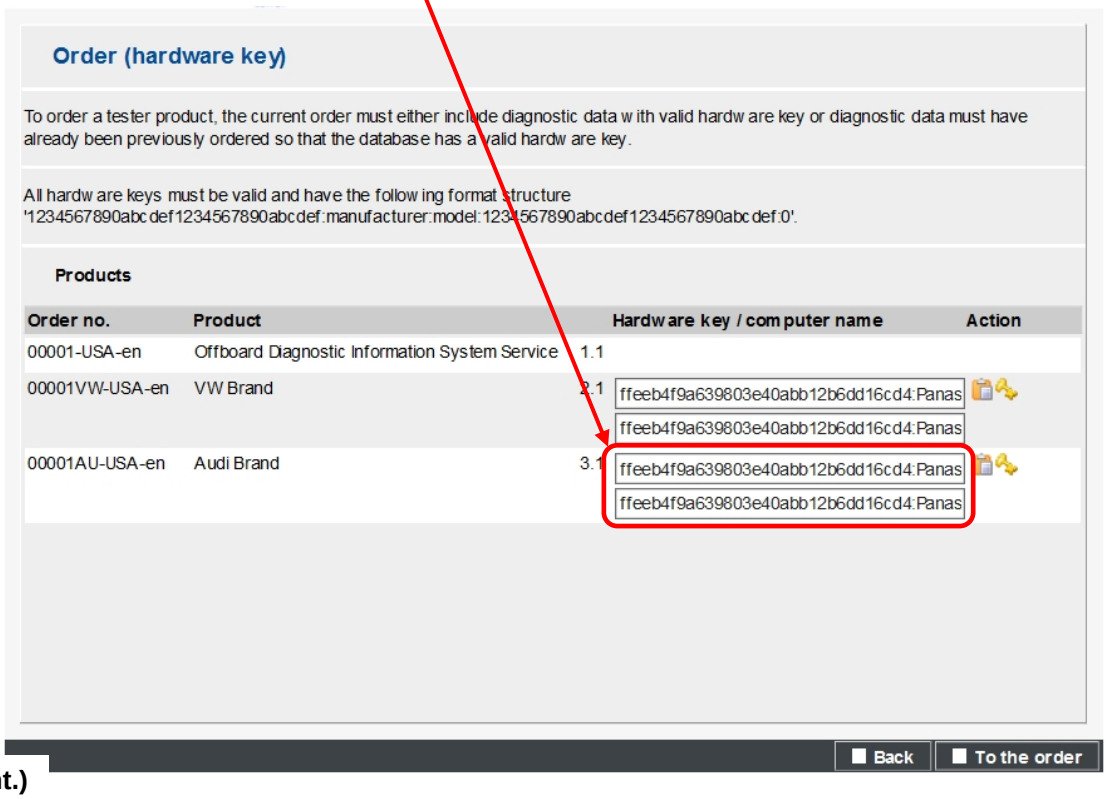
14. **Right-click** the computer name field and **Paste** the hardware key into the field as illustrated:



15. **Dual-brand dealers:** Repeat steps 13 & 14 to complete **both** entry fields for the additional brand:



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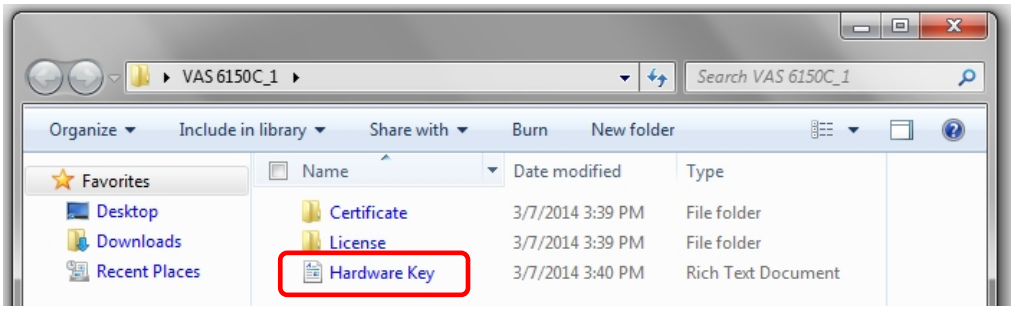
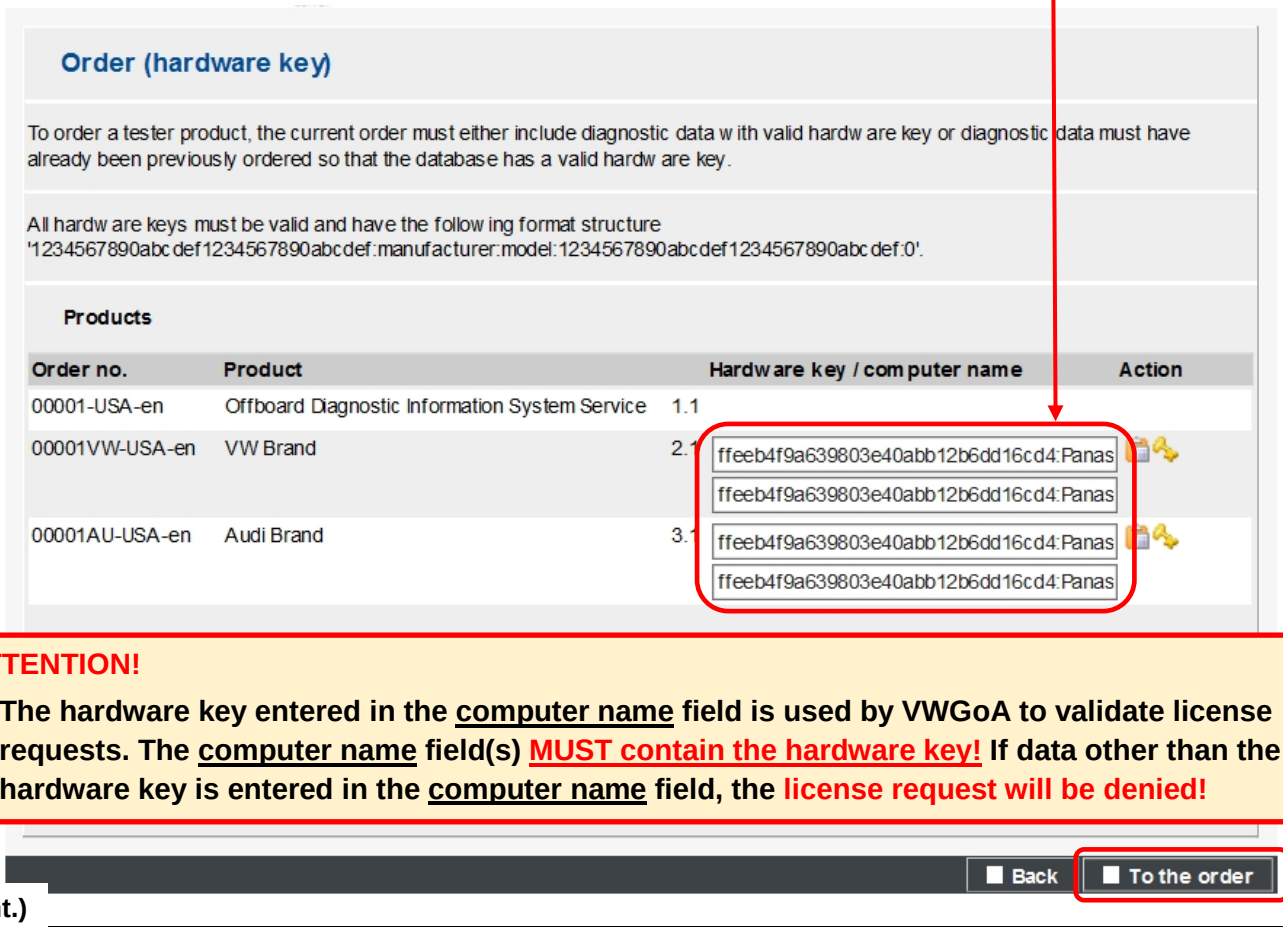
16. **Minimize** the **Internet Explorer** window with the current **eShop** session.
17. **Restore** the **primary** (desktop) **AND backup** (USB) **device folder** windows and **Open** each of their prepared **Hardware Key** text documents:



18. **Paste** the **hardware key** (saved in clipboard memory) into **both** of the **Hardware Key** documents.
19. **Save** and **Minimize** the documents.
20. **Minimize** both **device folder** windows.
21. **Restore** the **Internet Explorer** window with the current **eShop** session.
22. **Confirm** that the **hardware key** appears in **All Hardware key AND computer name entry fields** as illustrated, and then select **To the order:**



ATTENTION!

The hardware key entered in the computer name field is used by VWGoA to validate license requests. The computer name field(s) MUST contain the hardware key! If data other than the hardware key is entered in the computer name field, the license request will be denied!

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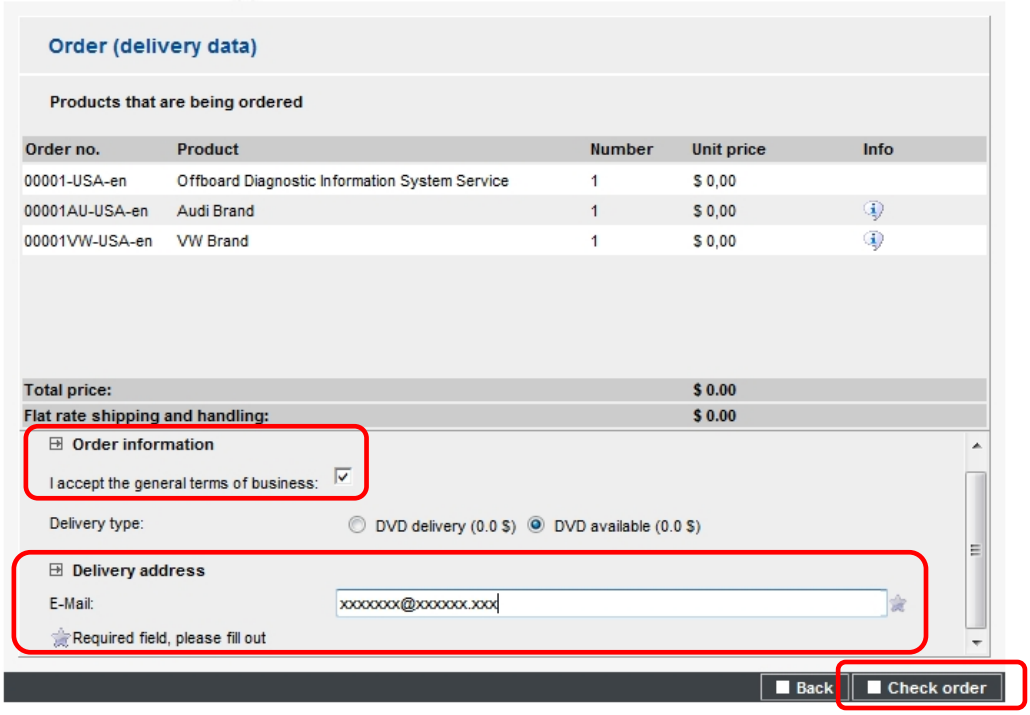
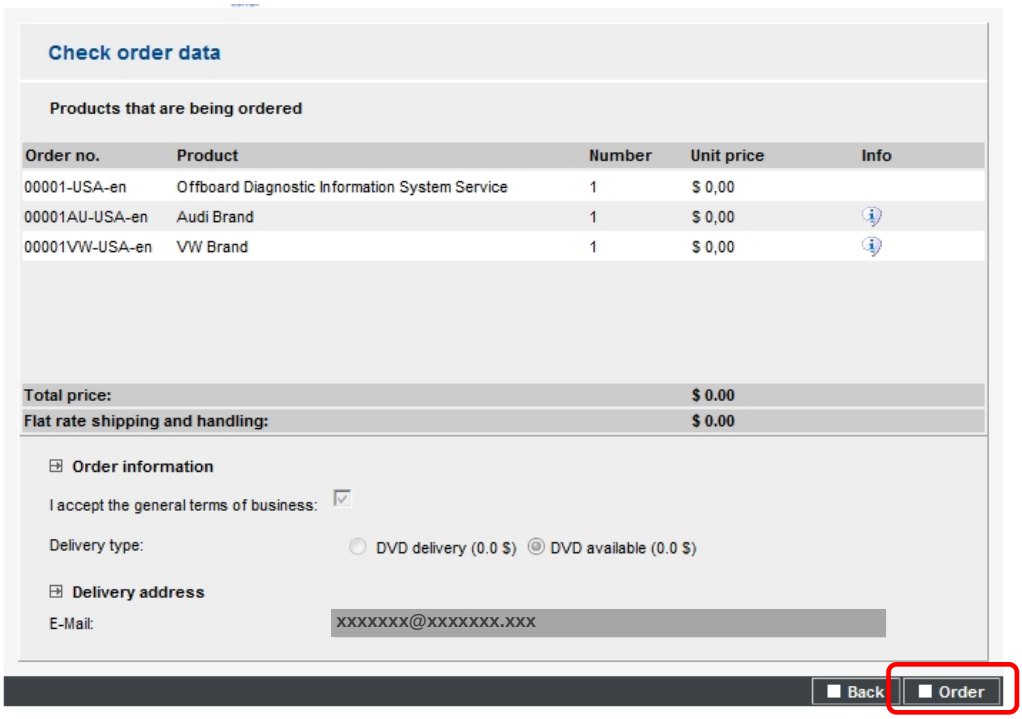
23. In the **Order information** section, **accept the general terms of business** by placing a checkmark:
24. Scroll down if necessary and **enter the email address** to which the **license approval notification emails** will be sent. Then select **Check the order**:



25. **Confirm all information entered,** and then select **Order** to submit the license request:



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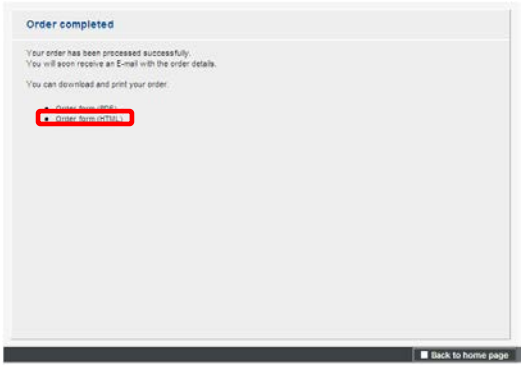
26. Click the **Order (HTML) link** to open a request summary:

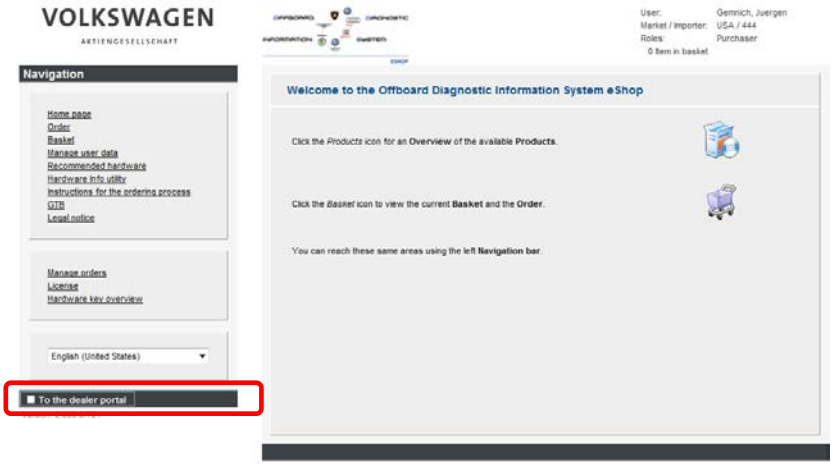


27. **Locate** and note the **Order Number** from the HTML document.
28. **Restore** the primary and backup **Hardware Key** documents previously saved and minimized.
29. **Record the order number** and **request date** in both of the **Hardware Key** documents for future reference. Optional: **Select, Copy** and **Paste** the Order HTML document into the text document.

ATTENTION!

Avoid confusion when preparing more than one new device by always matching device IDs with the order numbers. Accurate record-keeping now prevents problems later!

30. **Save** and **Close both Hardware Key** documents, and **Close** both **device folders.**
31. **Close** the **Order HTML** document.
32. From the eShop **Navigation** menu, select **To the dealer portal:**



33. **Logout** of the Dealer portal, and then **Close Internet Explorer**. **Important: Dealer Portal Logout and Close IE steps are mandatory!**
34. **If desired, safely remove** the backup USB flash drive while waiting for license request approval.

☐ **License Request steps completed. Proceed to Section 3.2 – Page 14**

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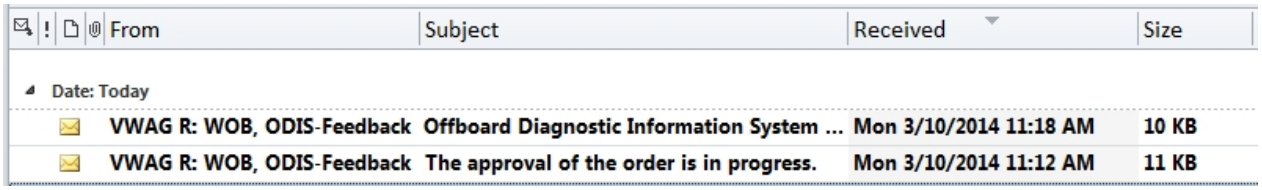
3.2 – Download & Store License

Two emails are sent to the email address entered in the license request:

- ☐ **The first email** confirms that the license request was received and staged for review.
- ☐ **The second email notifies that the license request is approved.**

Sample:

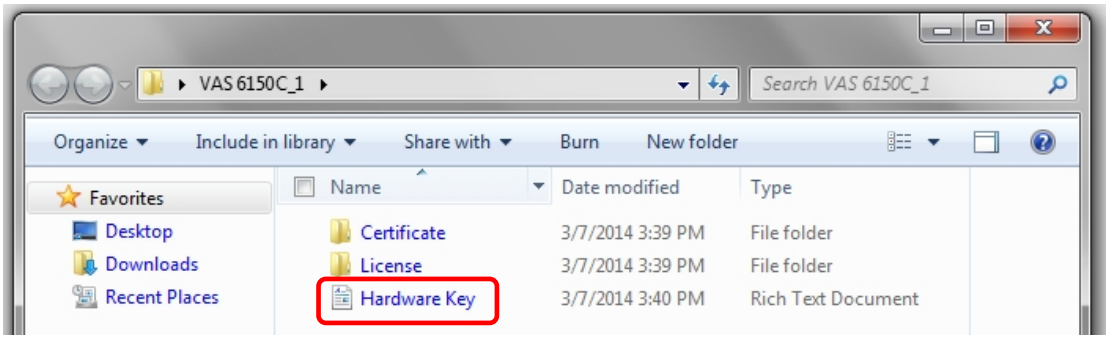


If a request is submitted for a non-authorized device, or if the hardware key was missing from the request, **license request denials** are sent via the second email.

ATTENTION!

WAIT until the license approval notification email is received before proceeding with the following procedure.

1. **Note** the **order number and date** from the **approval notification email.**
2. **Retrieve** the diagnostic device on which the license request was made. (If the backup USB flash drive was removed, reinsert it now and open its directory.)
3. From the **Windows desktop**, **Open** the **device folder**.
4. **Open** the **Hardware Key** document created earlier:



5. **Confirm** that the **order number** recorded in the **Hardware Key** document is the same as that in the **license approval notification email,** and then **Close** the document.
6. **Launch Internet Explorer**
7. Logon to **vwhub.**
8. From the main (top) menu, select the **My Hub** or **Service** tab**.**
9. From the left margin menu, select the link to **ODIS – eShop**

(cont.)

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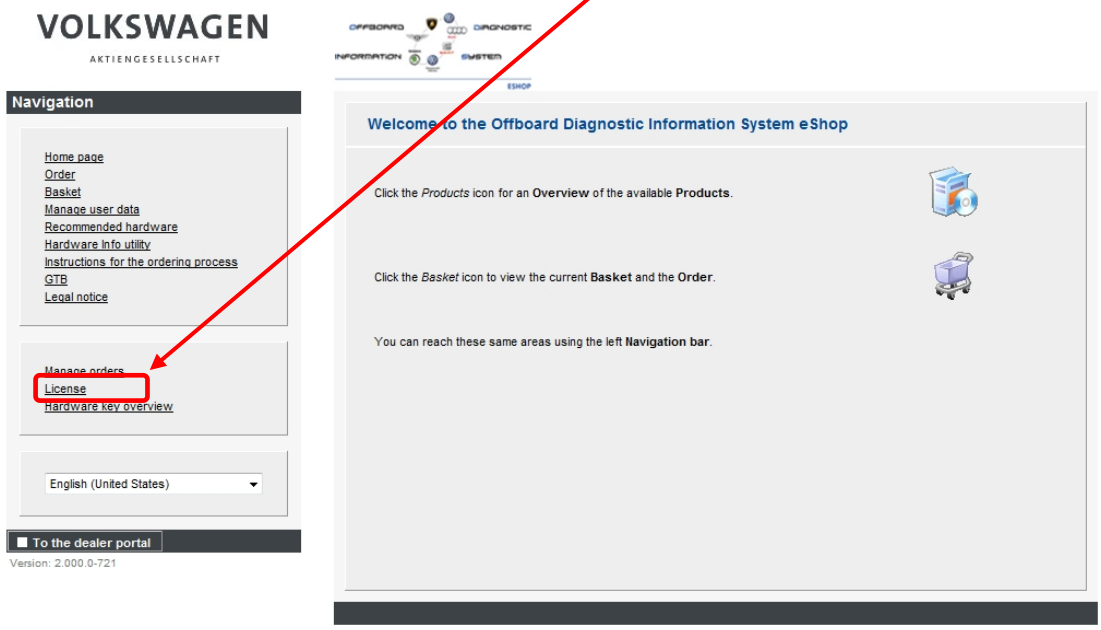
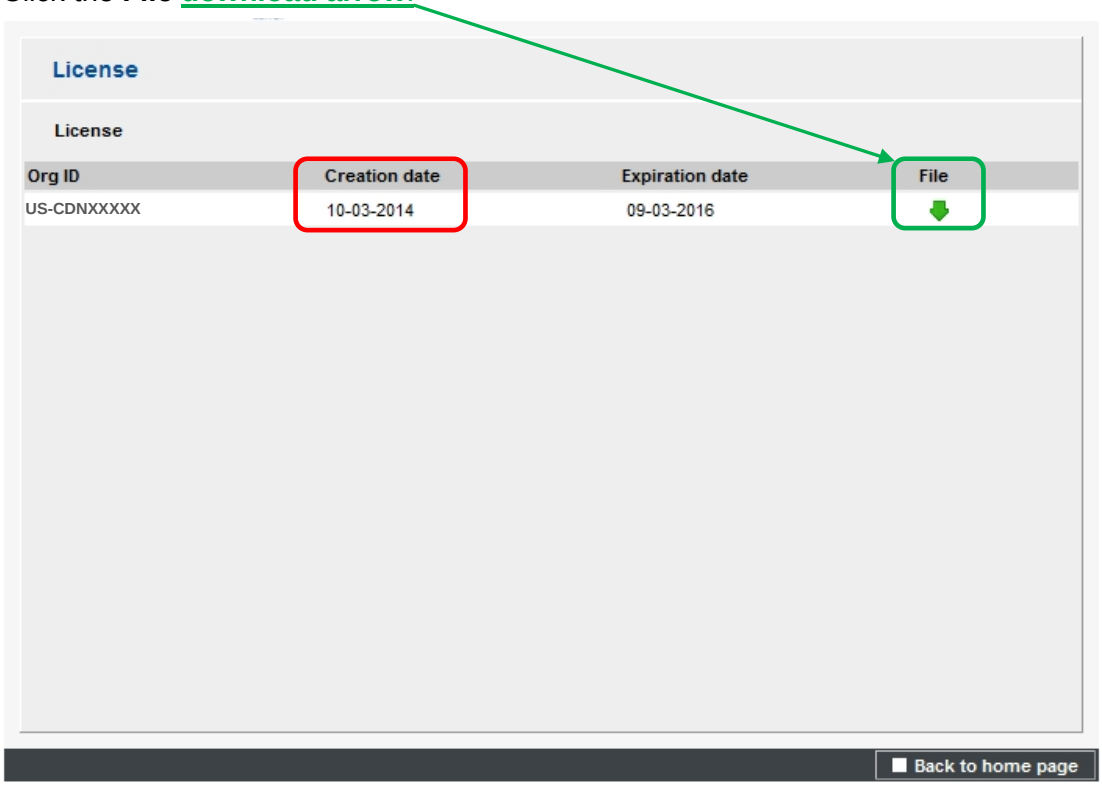
10. From the eShop **Navigation** menu, select **License:**



11. Confirm that the **Creation date** of the available license matches that in the **approval notification email:**
12. Click the **File** download arrow:



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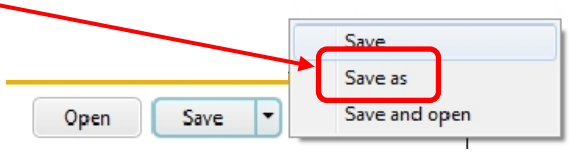
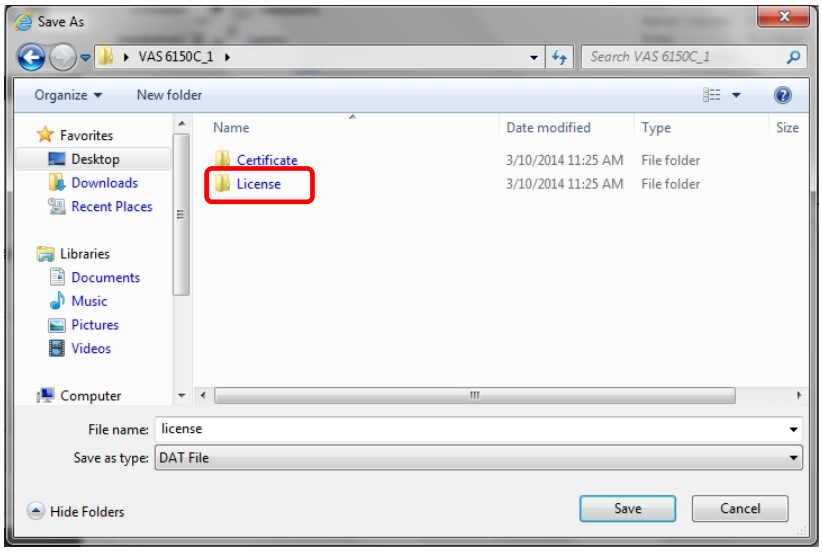
13. Click the **dropdown selection arrow:**

14. Select **Save As**:

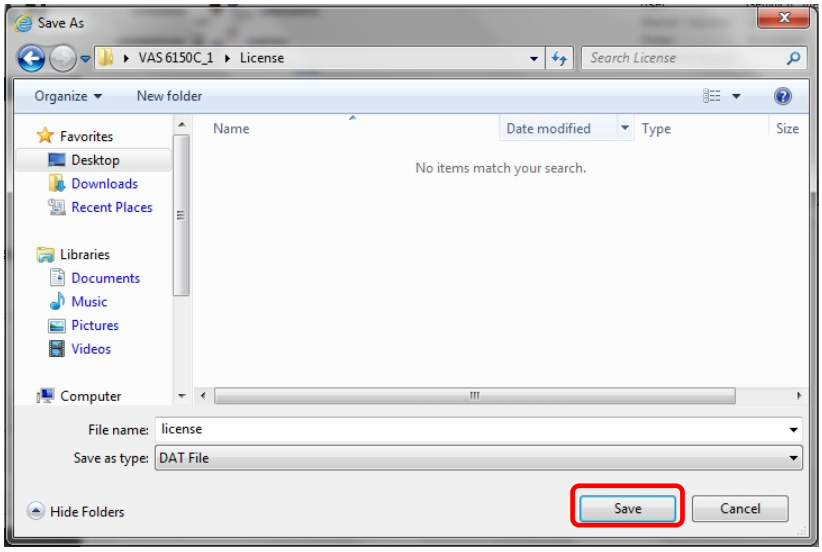


15. **Navigate** to the **device folder** on the **Windows desktop.**

16. **Open** the **License** subfolder:



17. **Click Save:**



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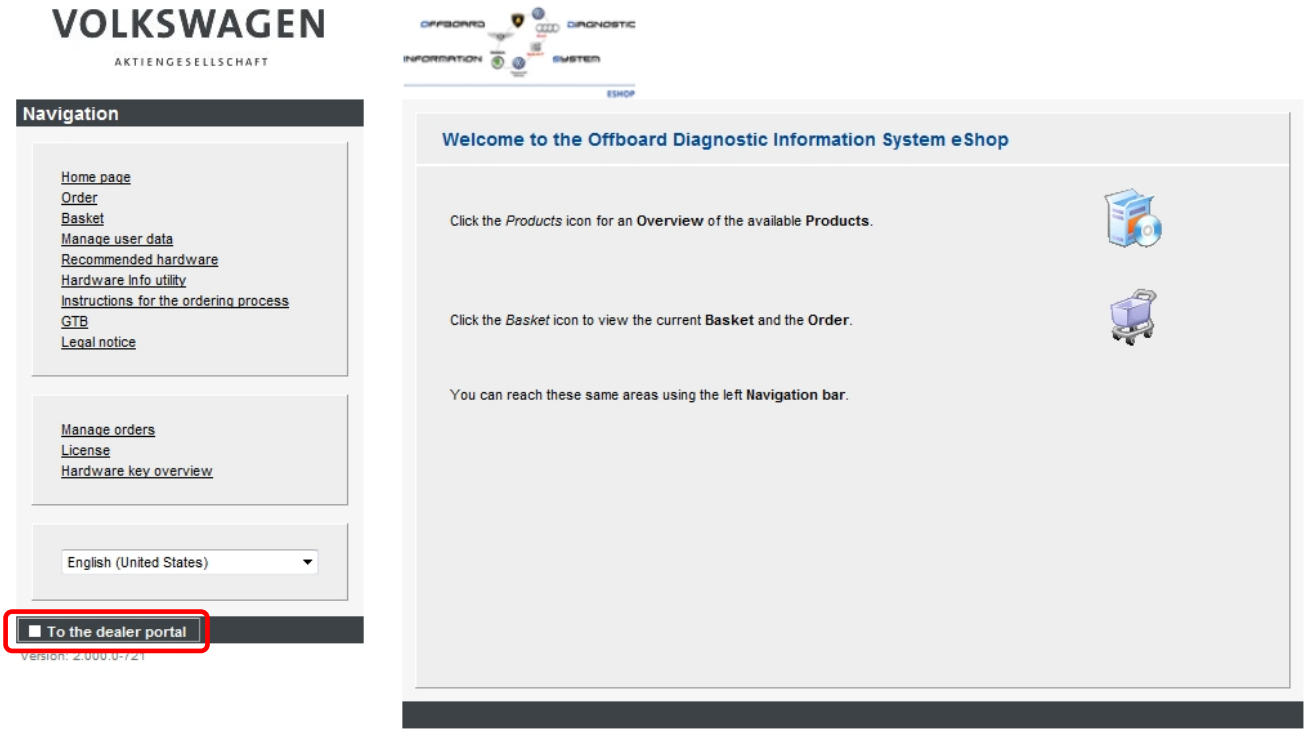
18. **Repeat Steps 11 through 16** to save a backup copy of the file **on the backup USB flash drive**.
19. From the eShop **Navigation** menu, select **To the dealer portal:**



20. From the Dealer portal, select **Logout** and then **Close Internet Explorer**.
21. **Safely remove** the backup USB flash drive and retain for the security certificate process.

Notes:

- *Please ensure that the device's* **license.dat** *file was successfully saved in both the primary and backup* **License** *subfolders. If the license file was not successfully saved, repeat Steps 6 through 18 as applicable.*
- ***Do not proceed to Installation Phase 2 if the license is not downloaded and stored as specified above. The stored license file must be accessed and installed during the ODIS Service software installation process.***
- ***NEVER** double-click the license file (to open it) in its stored locations!*

☐ **All License Process steps completed. Proceed to Section 4.0 – Page 18**

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4.0 – Security Certificate Process

4.1 – Request Security Certificate (eCRMS)

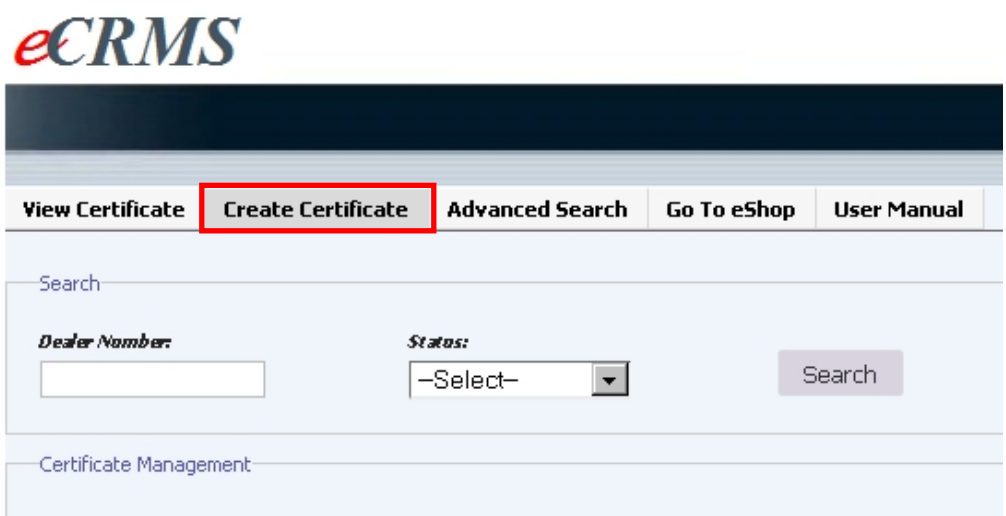
Prerequisites

- ☐ ***Person performing the request has access permission to the eCRMS application on vwhub.*** *(Permission must be granted by the dealership Systems Administrator.)*
- ☐ *Backup USB flash drive with **device folder** and **hardware key** document on hand.*
- ☐ *Network desktop PC or laptop **connected to a printer** available.*
- ☐ ***Fax machine available**.*
- ☐ *Optional: Scanner and network desktop PC or laptop with email program available.*

ATTENTION!

DO NOT proceed with the certificate request if the above prerequisites are not met!

1. Insert the **backup USB flash drive** into available port **on a network PC or laptop connected to a printer.**
2. Open the USB flash drive directory.
3. **Start Internet Explorer.**
4. **Logon** to **accessaudi**
5. From the **Related Links** menu, select **Service**
6. From the submenu, select the link to **ODIS Certificate Request Mgmt. System (eCRMS).**
7. Complete the ***eCRMS*** logon.
8. Select **Create Certificate:**



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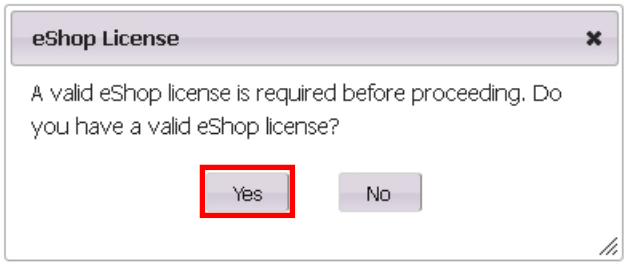
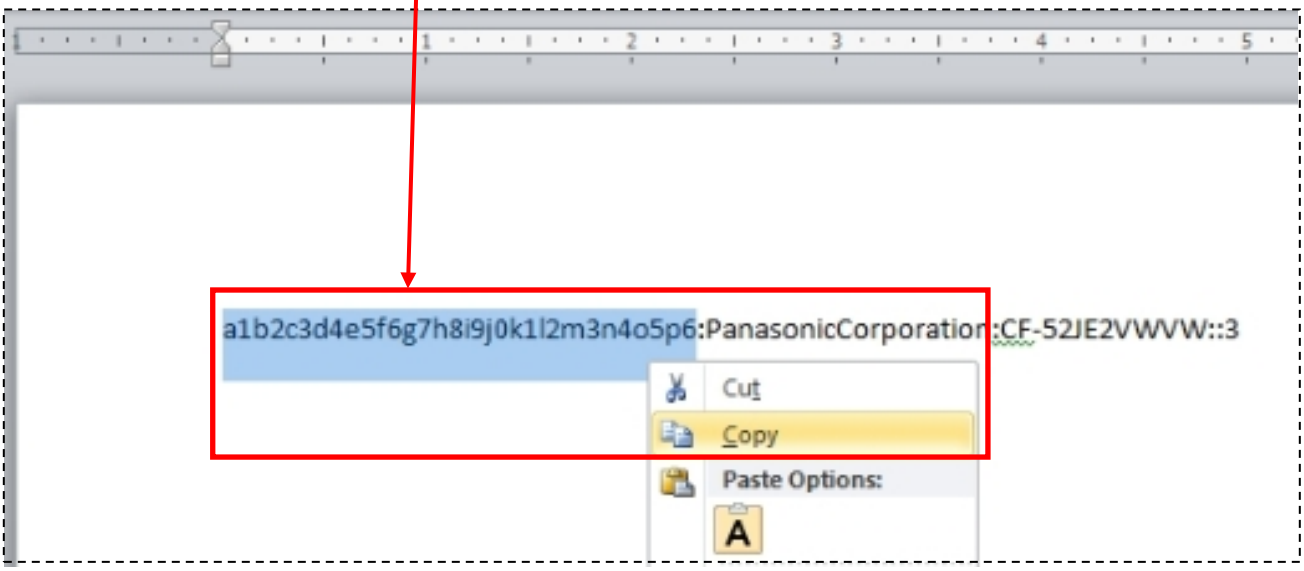
9. Select **Yes:**



The *eCRMS* request interface appears.

Information must be entered in all request interface fields marked with an asterisk (*)

10. **Enter all** applicable information required in the **Dealer/Site Information** and **Contact Information** sections.
11. **Enter** the **diagnostic device** information in the **Device Information** section as follows:
    a. **Minimize** the eCRMS browser session and **navigate to the backup USB flash drive directory**
    b. **Open** the applicable **device folder** and **Hardware Key** document.
    c. **Select** and **Copy** **the first 32 characters (only)** of the **hardware key.** Example:



The characters are saved in Windows “clipboard” memory.

(cont.)

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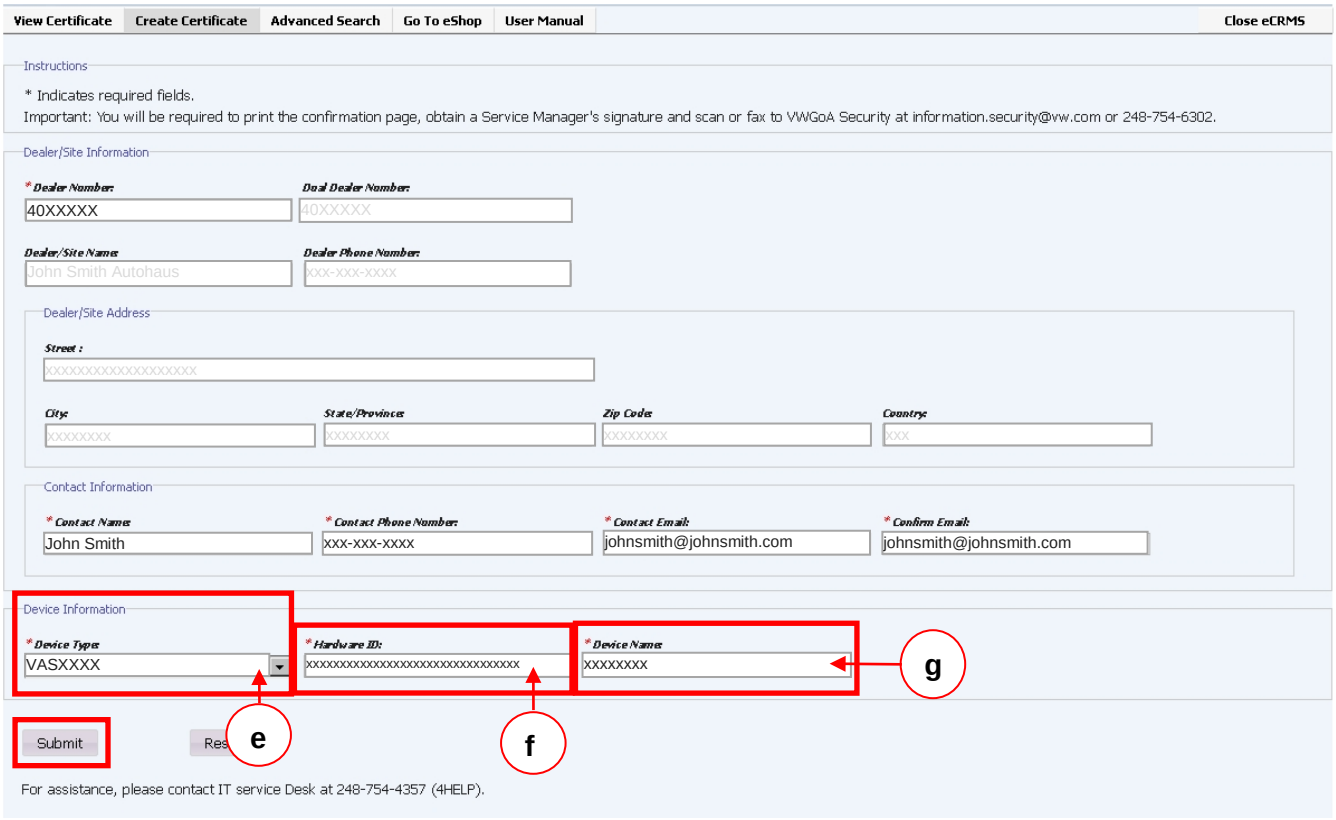
d. **Restore** the ***eCRMS*** browser session.

e. In the ****Device Type*** field, Select the device type from the **dropdown menu.**

f. In the ****Hardware ID*** field, **use Windows keystroke combination Ctrl + V** to **Paste** the **32-character Hardware Key** into the field. (Manual entry is not possible.)

g. In the ****Device Name*** field, **Enter** the corresponding, assigned **device ID.**

When all **required information fields (*)** are filled in, click **Submit:**



Note:

The device ID must be accurately matched with its hardware key in the preceding step*. The* ***device ID*** *and* ***hardware key*** *entered above will appear next to the certificate file* ***staged in eCRMS*** *during the* ***certificate download*** *steps that follow.*

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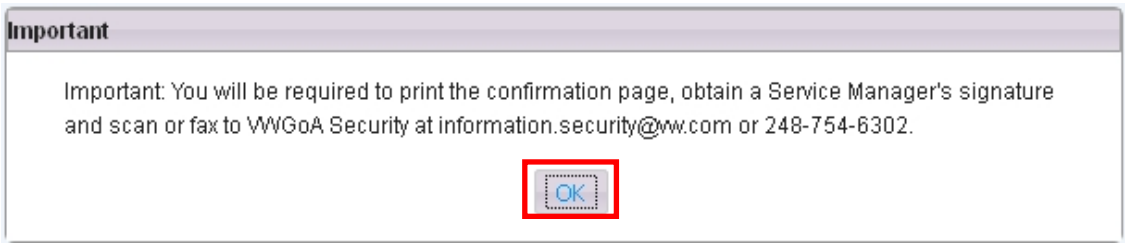
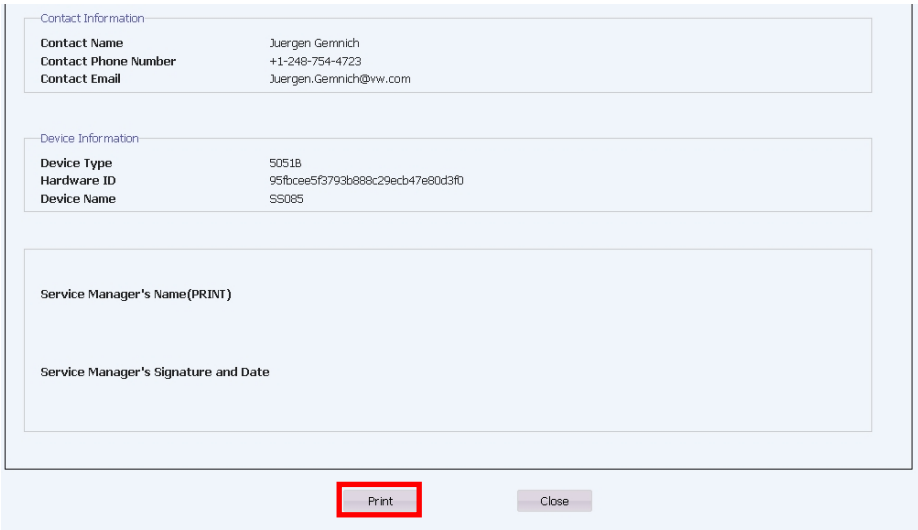
12. **Note** the **email address** and/or **fax number** from the **Important** dialog message. Click **OK**:



13. Select **Print:**



14. In the **printed copy**, fill in the **Service Manager's name**.
15. Have the Service Manger **sign and date** the printed copy.
16. **Fax** the printed form to **(248) 754-6302.** Optional: **scan form and attach to email** to: **information.security@vw.com**
17. **Safely remove** the backup USB flash drive and retain for the certificate download steps that follow.

When the certificate request is approved:

- The certificate is created and staged for download in ***eCRMS.***
- An email is sent, instructing to logon to ***eCRMS*** and download the certificate.

Note:

*Certificate request confirmation emails can be expected **within one working day** from the time of submission.*

☐ **Certificate Request steps completed. Proceed to** **Section 4.2 – Page 22**

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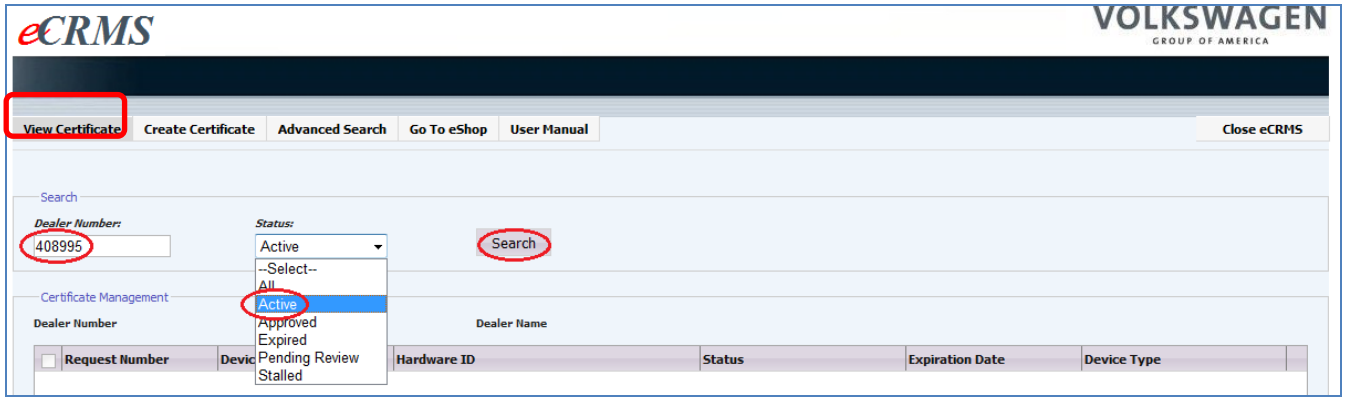
4.2 – Download & Store Security Certificate

Prerequisites:

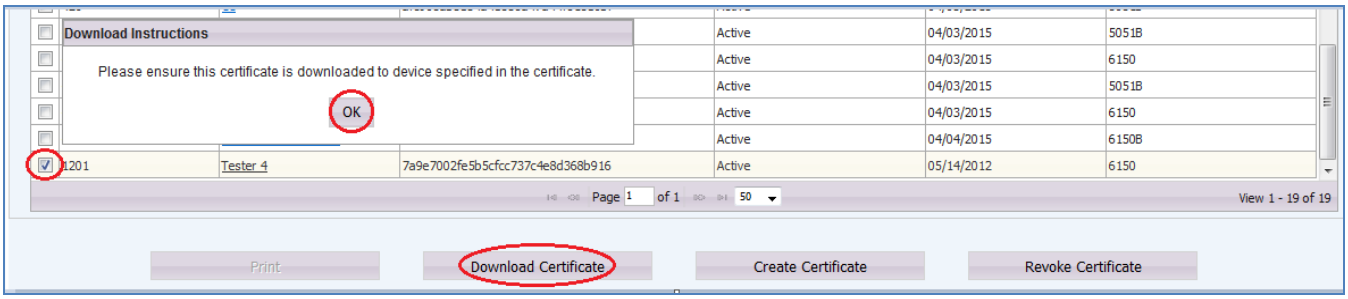
- ☐ ***Certificate request approval notification email received.***
- ☐ *Backup USB flash drive with **device folder** on hand.*

1. Insert the backup USB flash drive with **device folder** into available port **on a network PC or laptop**. (The diagnostic device on which ODIS Service is to be installed can also be used here.)
2. **Logon** to **accessaudi > Service > ODIS Certificate Request Mgmt. System (eCRMS).**
3. Complete the ***eCRMS*** logon.
4. Select **View Certificate:**
5. Enter your **Dealer Number:**
6. Select **Status: Active:**
7. Select **Search:**



A screen with active certificate(s) for the dealership appears:

1. Note the **Device ID** associated with a posted certificate and place a checkmark (✓) next to the certificate number:
2. Click **Download Certificate:** Note the **Download Instructions** dialog, and click **OK:**



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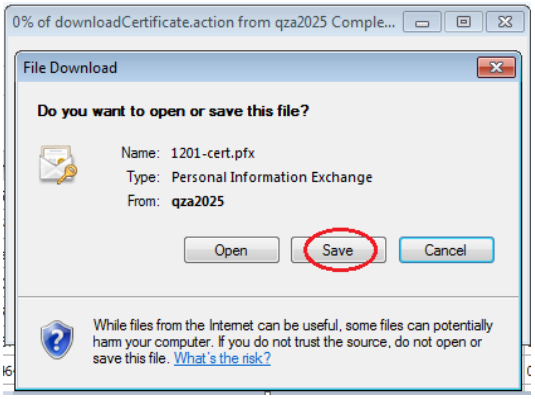
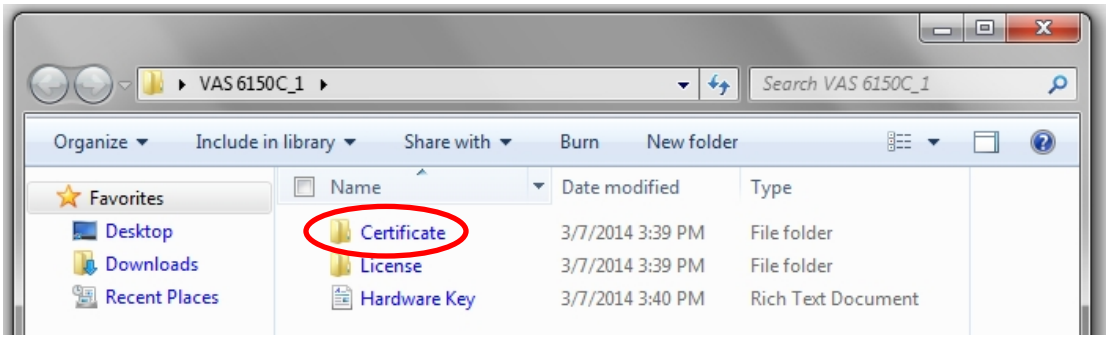
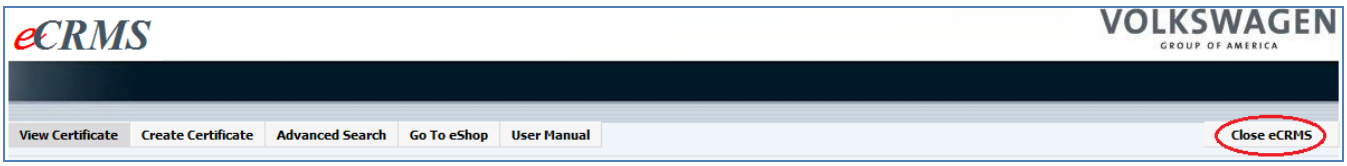


3. **Navigate** to the applicable **device folder on the backup USB flash drive**, and **Save** the certificate in the **Certificate** subfolder:



Ensure the certificate file appears as being saved in the applicable **Certificate** subfolder.

4. Select **Close eCRMS:**



5. **Safely remove** the backup USB flash drive and retain for the certificate importation steps that follow.

☐ **Certificate Download steps completed. Proceed to Section 4.3 – Page 24**

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4.3 – Import Security Certificate to Windows

ODIS Service application data is downloaded from a VWAG Group Services web-server. To enable this, the security certificate must be copied from the backup USB flash drive to the **device folder** that was prepared on the Windows desktop, and then imported to Windows.

Certificate importation to Windows authorizes Internet Explorer to access the VWAG web-server.

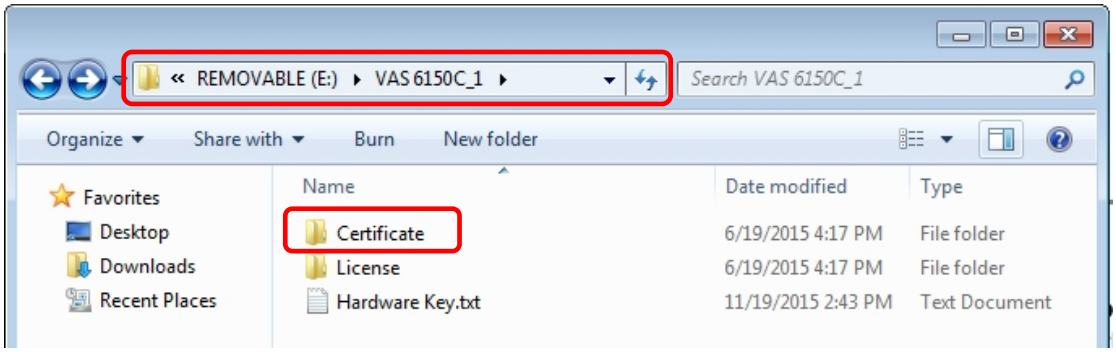
The diagnostic device's **hardware key must be entered as a password** during the certificate importation process.

Prerequisites

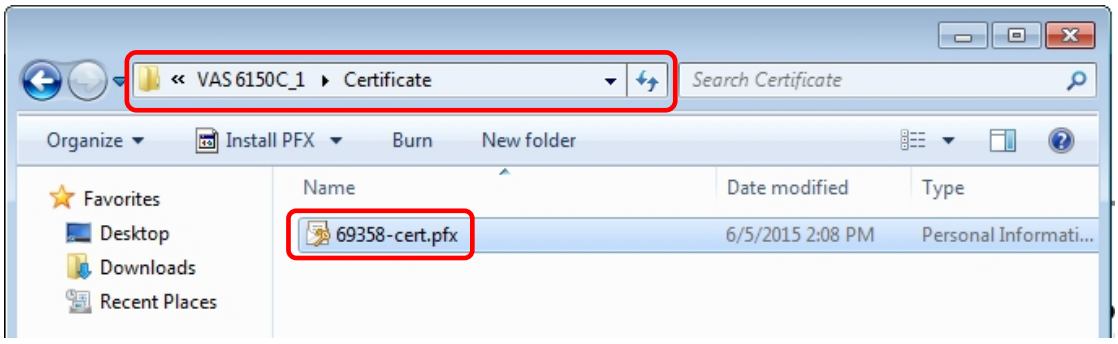
- ☐ *Security certificate saved to backup USB flash drive.*
- ☐ *Applicable diagnostic device plugged in to power adapter and booted to Windows desktop.*

4.3.1 – Preparation

1. Open the previously-prepared **device folder** on the diagnostic devices' Windows desktop.
2. Insert the **backup USB flash drive** in an available port on the diagnostic device, and **Open** the applicable devices' **device folder** and **Certificate** subfolder:



3. **Copy** the **certificate** (.pfx) **file** from the **backup USB flash drive** to the corresponding **<u>device folder & Certificate subfolder</u>** on the Windows desktop:



4. **Close** and **safely remove** the backup USB flash drive. Store the USB flash drive in a safe location in case its backup files are needed.

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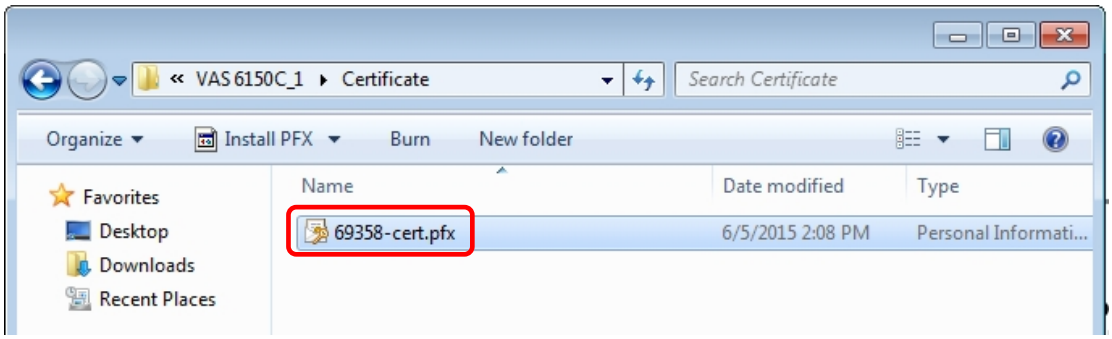
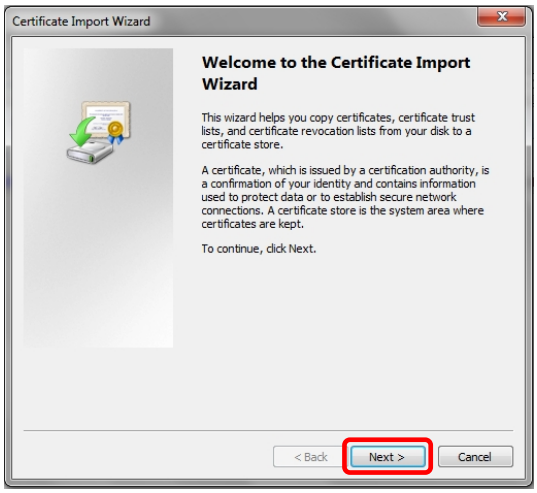
4.3.2 - Importation

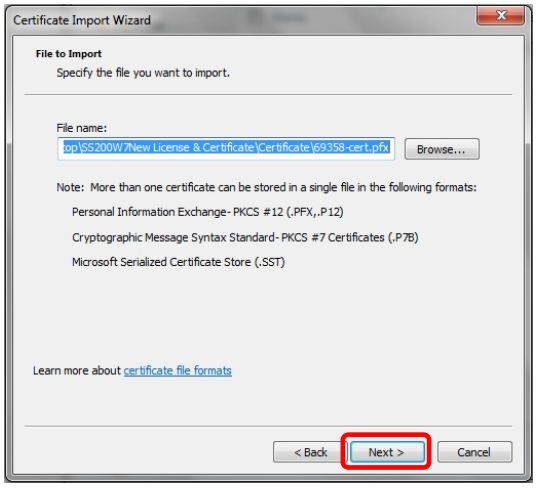
1. From the **device folder** on the Windows desktop, **Open** the **Certificate** subfolder and **double-click** the **certificate** (.pfx) **file:**



2. Select **Next:**



3. Select **Next:**



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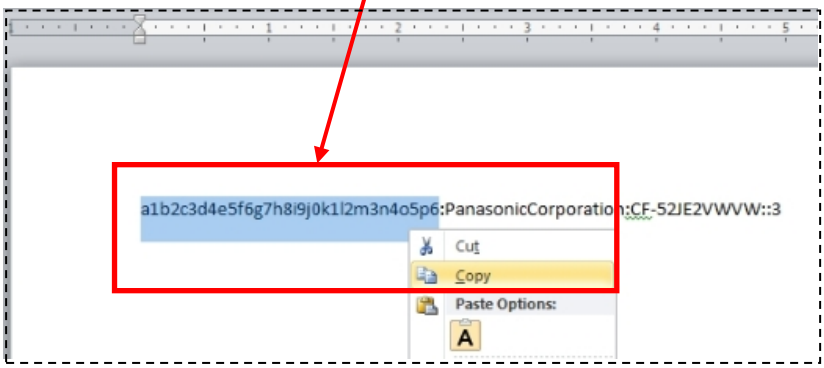
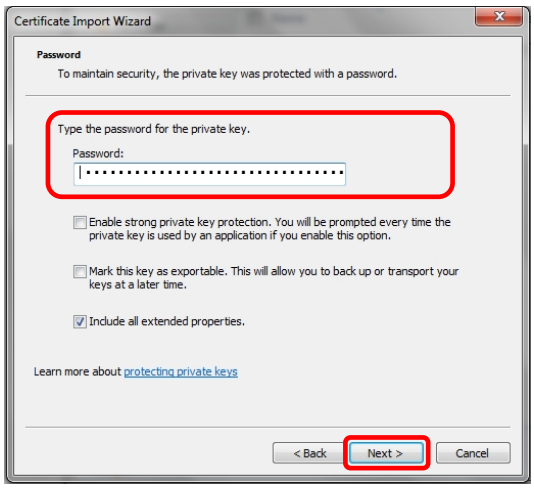
4. From the **device folder** on the Windows desktop**, Open** the **Hardware Key** document:
5. **Select** and **Copy** **the first 32 characters (only)** of the **hardware key.** Example:

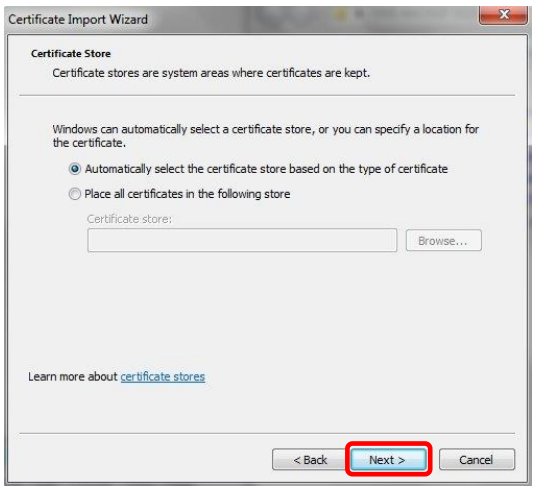


The characters are saved in Windows “clipboard” memory.

6. **Paste** the 32-characters copied above into the **Password:** entry field, and then select **Next:**



7. No action needed. **Select Next:**



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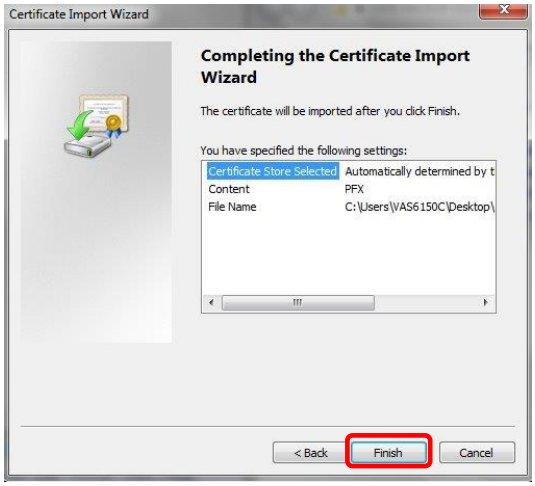
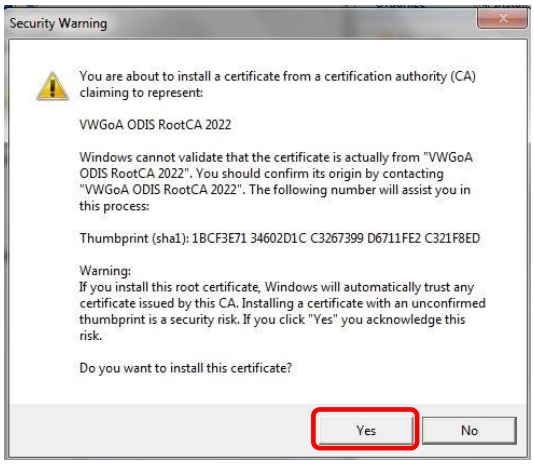
8. Select **Finish:**



9. Select **Yes:**



10. Click **OK:**

All Preparation, License & Security Process steps completed.

Proceed with Installation Phase 2 – Software Installation & Configuration Instructions

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