

Service Information

Offboard Diagnostic Information System Service (ODIS Service) Number: AOS-15-08

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions Date: Oct. 2, 2015

Supersedes AOS-14-28 due to updated installation DVD version and additional instructions.

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Notes:

- The following procedures must be performed **by qualified personnel only!** Please read these instructions in their entirety before performing these procedures. **If you do not understand these instructions, arrange to have a qualified person perform these procedures.**
- Heed all prerequisite requirements and notes. **Follow all instruction steps in the Section order given, including instructions cross-referenced in other documents posted on ServiceNet.**
- **Discard all printed copies of this document after use.** Revised versions may be issued at any time. Always check ServiceNet for the latest version.

1.0 – Introduction

This document describes the complete installation and configuration processes of **ODIS Service Installation Version 2.2.6** from a 2-DVD set on eligible VAS diagnostic devices.

The installation options covered here are: **New installations** and **Reinstallations**.

Separate instructions for each installation option are covered throughout this document. Refer to **Subsections 1.1, 1.2 and 1.3** below for details on how to use these instructions.

1.1 – Installation Version Management

ODIS Service **Installation Version 2.2.6** DVDs are intended specifically for **New Installations on new devices** or **Reinstallations on existing devices to resolve malfunctioning software**.

ATTENTION!

V2.2.6 DVDs are NOT update DVDs! Please do not use them to update existing ODIS Service installations that are already up-to-date and functioning normally.

1.2 – New Installations

New Installations are defined as installations on **new VAS diagnostic devices** where ODIS Service **was not previously installed on Windows® 7.**

ALL ODIS Service Installation Phases (1, 2 and 3) must be completed, in phase order, on all devices prior to using ODIS Service. All phase documents are posted on ServiceNet.

Look for the **New Installations subsection titles and references throughout this document.**

1.3 – Reinstallations

Reinstallations are defined as installations on **existing VAS diagnostic devices** where ODIS Service **was previously installed on Windows 7,** and the exiting license file is available for reinstallation.

Uninstallation of the existing software is always required prior to reinstallation.

Reinstallations may be necessary to resolve malfunctioning software.

Look for the **Reinstallations subsection titles and references throughout this document.**

2.0 – Preparation

2.1 – Device and License Preparation Checklists

Complete the device and license checklist for the installation option that applies:

✓	New Installations – Device and License Preparation Checklist
	New device - ODIS Service not previously installed: ☐ VAS 6150C laptop or ☐ VAS 6160A tablet
	All devices: ODIS Service Installation Phase 1 - Preparation & License Request Instructions (eShop) completed: ☐ License requested from eShop and license request approval email received ☐ License file downloaded from eShop to a folder on the diagnostic device desktop DO NOT proceed without the license file intended for the device!
	New Installations checklist completed. Proceed to Section 2.2 - Page 4.

✓	Reinstallations – Device and License Preparation Checklist
	Existing device - ODIS Service previously installed: ☐ VAS 6150A laptop ☐ VAS 6150B laptop ☐ VAS 6150C laptop ☐ VAS 6160 tablet ☐ VAS 6160A tablet
	☐ Windows 7 ☐ Existing license file saved in a folder on the diagnostic device desktop* or ☐ Existing license file backed-up on USB flash drive* *If the existing license file is not available, request a replacement license from eShop > Phase 1 Instructions
	Reinstallations checklist completed. Proceed to Section 2.2 - Page 4.

2.2 – Hardware and Network Prerequisites – All Installations

- ☐ **ODIS Service Installation** **Version 2.2.6 (2-DVD set) - Order No. 011.5002.02.21** on hand.
- ☐ Diagnostic device with functioning CD/DVD drive and USB.
- ☐ Diagnostic device plugged in to A/C power adapter and booted to Windows desktop.
- ☐ **VAS Diagnostic Tablets:** Device mounted in base station with mouse and keyboard connected.
- ☐ Confirm that a Windows 7 update **IS NOT** in the process of being downloaded or installed.
Go to: Control Panel > Windows Update to confirm!

2.3 – Reinstallations – Uninstall ODIS Service

ODIS Service must **always** be uninstalled prior to **reinstallations**.

Pre-uninstallation Tips:

- If you are unaware of, or have not recorded the **Email Outgoing Server** configuration settings, please **note them now!** Go to: **ODIS Service > Admin > Support > E-mail outgoing server** ...and record the various settings to re-apply during post-setup configuration.
- If the license file was **not** saved in a folder on the Windows desktop, or if the USB flash drive containing the backup license file is not available, copy the installed license to the Windows desktop **prior to uninstallation as follows:**
 1. From the Windows desktop, go to: **Windows (Start) > Computer > Local Disc (C:) > Program Files (x86) > Offboard_Diagnostic_Information_System_Service > license**
 2. **Right click** the license (.dat) file and select **Copy**, then close all windows.
 3. **Paste** the license on the Windows desktop (for retrieval during the installation routine) and revisit the **Phase 1 instructions, Section 3.5** for a suggested method to save the license file in a desktop folder.

Notes:

- **After uninstalling ODIS Service:** Check for, and **delete** the C: directory folder (odisdata) if present.
- ODIS Service will malfunction if the **odisdata** folder is not deleted prior to reinstallation.
- Follow the procedures specified in order, in **subsections 2.3.1 and 2.3.2** that follow.

2.3.1 - Uninstall ODIS Service

1. Go to: **Windows (Start) > All Programs > (ODIS Service) > ODIS Service Uninstallation Program** or uninstall ODIS Service using the applicable Windows “Add or Remove Programs” utility.
2. When prompted, check the boxes to **remove all licenses, MCD projects, diagnostic logs** etc. Scroll down in the prompt window and check all boxes as necessary.
3. Restart the diagnostic device when prompted.

Continued... 5/

2.3.2 - Check for & Delete odisdata folder:

1. Go to: **Windows (Start) > Computer > Local Disc (C:)**
- 2a. **If** a directory folder named **odisdata** is present: **Delete** the folder, and then empty the Recycle Bin.
- 2b. **If** the **odisdata** folder is **not present**: **Close** the C: directory.

☐ All Preparation steps completed. Proceed to Section 3.0 below

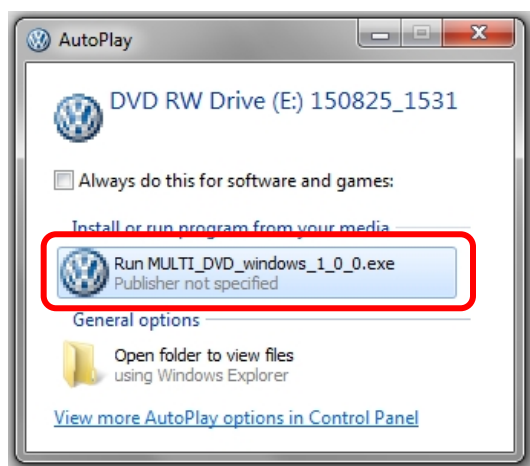
3.0 – Installation

3.1 – Process Overview

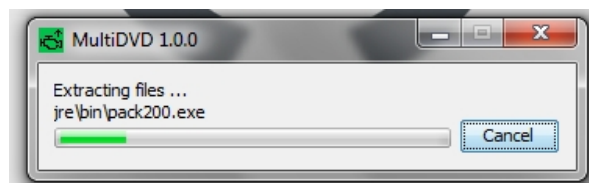
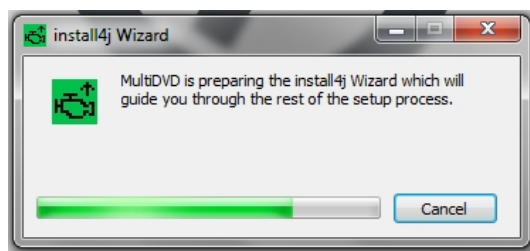
- ☐ The application and brand diagnostic database data are downloaded from the 2 installation DVDs
- ☐ The application is then installed from the download directory.
- ☐ The diagnostic database is then installed from the download directory as per the individual brand or multiple brands associated with the ODIS Service license file.

3.2 – Application Software & License Installation

1. Insert **ODIS Service Version 2.2.6 -Disc 1-** into the DVD-ROM drive.
2. **Wait** while the drive contents are read and the **DVD AutoPlays**.
3. Select **Run MULTI_DVD_windows_1_0_0.exe**:



4. No actions needed:



Continued... 6/

5. Click **start unpacking**:



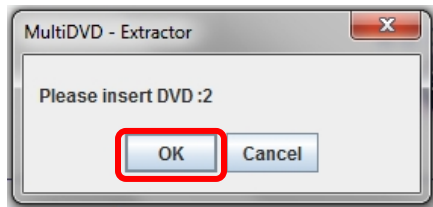
6. **Wait** while the data from **-Disk 1-** is downloaded (no action necessary):



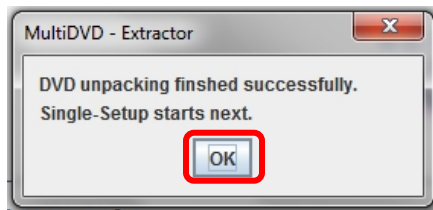
The CD/DVD drive automatically ejects Disc 1 when its data is loaded.

Continued... 7/

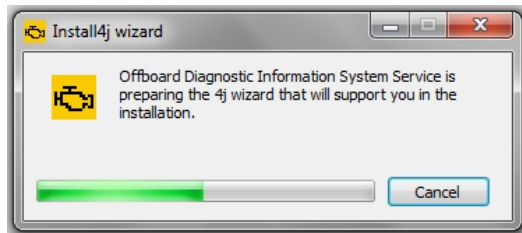
7. Remove Disc 1 from CD/DVD drive.
8. Insert **-Disc 2-** and select **OK**:



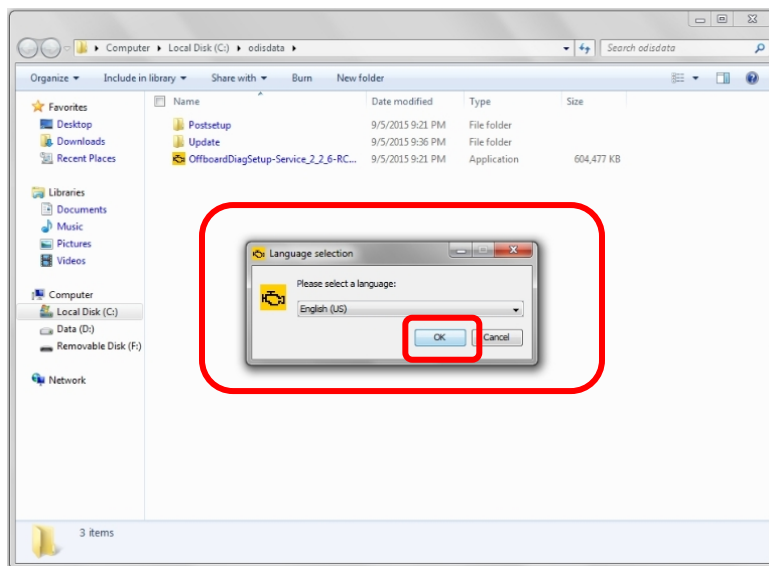
9. **Wait** while the data from **-Disk 2-** is downloaded. Click **OK**:



10. Remove Disc 2 from the CD/DVD drive.
12. No action needed:



13. **Wait** until the **Language selection** prompt appears as illustrated below. A 10 - 20 second delay is normal. Confirm **English (US)** is highlighted, and then click **OK**:

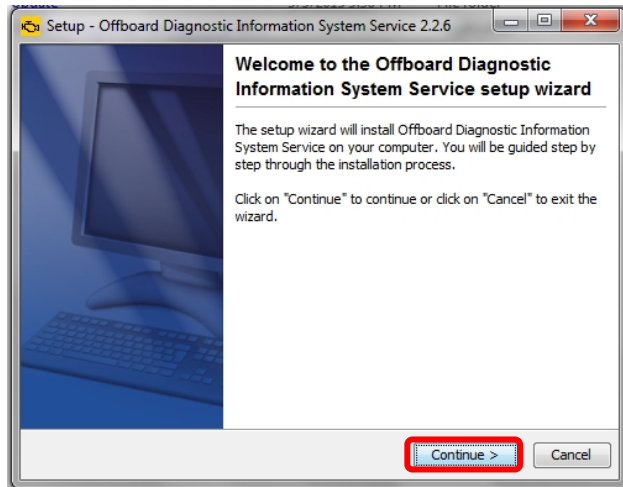


Note:

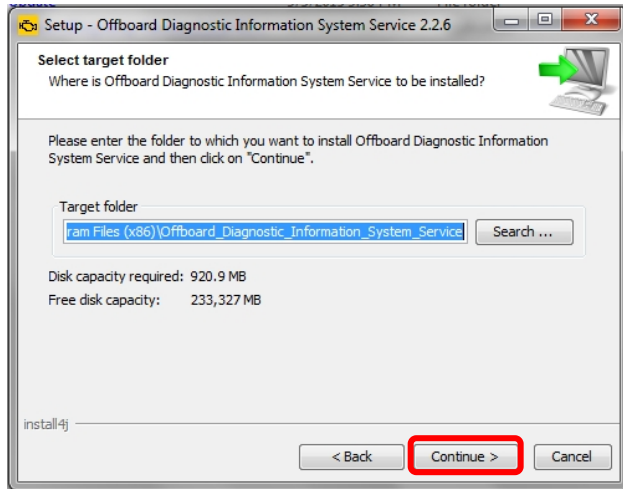
*If the Language selection prompt does not appear as illustrated after the delay, it may have launched **behind** the directory window. In this case, minimize the directory window or click the yellow ODIS Service (engine) icon on the lower toolbar to display the Language selection dialog.*

Continued... 8/

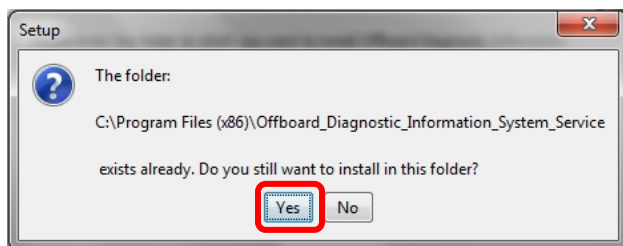
14. Click **Continue**:



15. Click **Continue**:

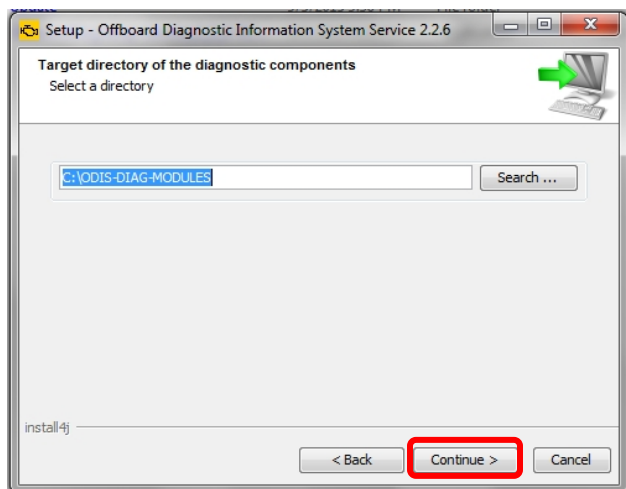


16. During **Reinstallations** a **Setup C:\Program Files...** prompt appears. Click **Yes**:

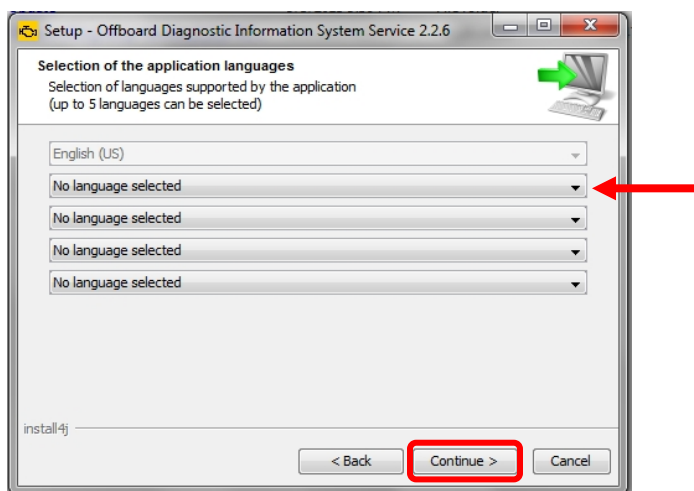


Continued... 9/

17. Click **Continue**:



18. **If** additional user interface languages are desired or required, select them from the available dropdown(s). Click **Continue**:



Note:

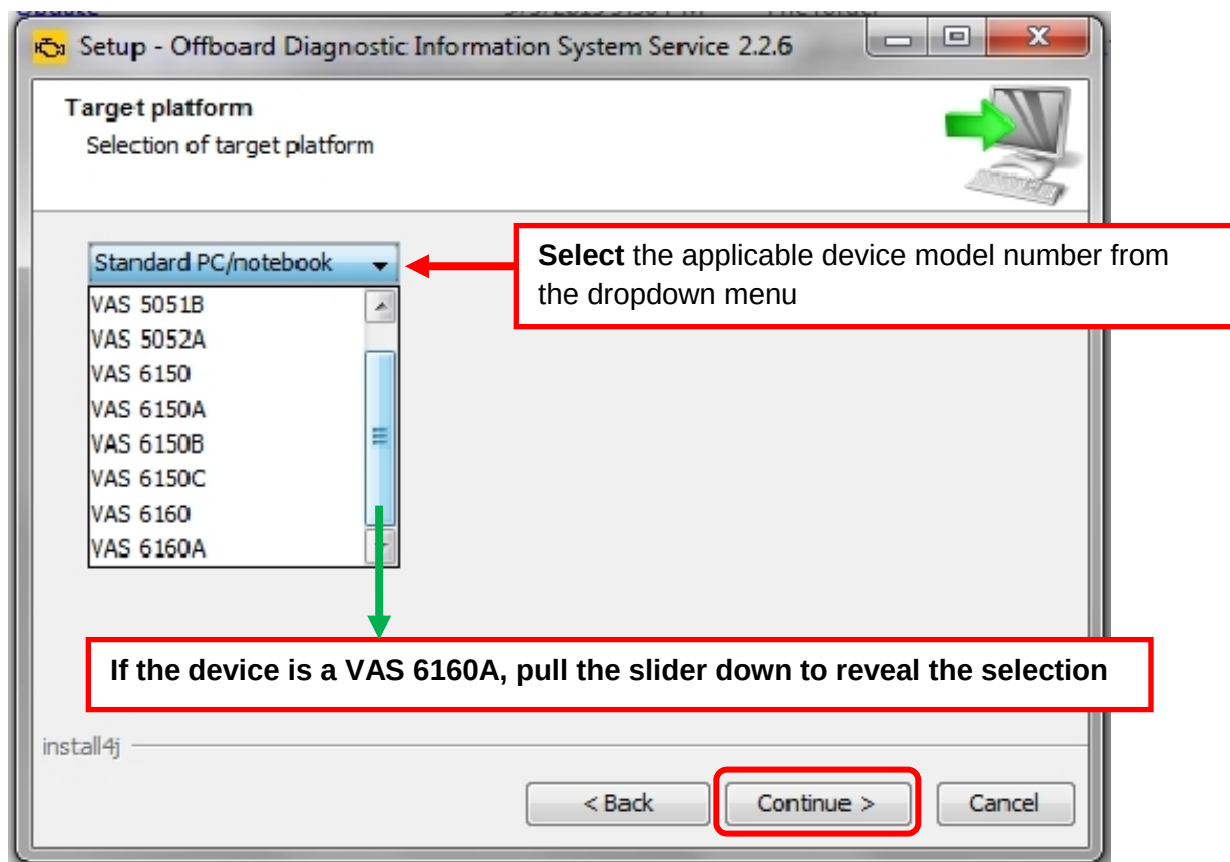
Selecting additional languages increases the installation time.

Notes:

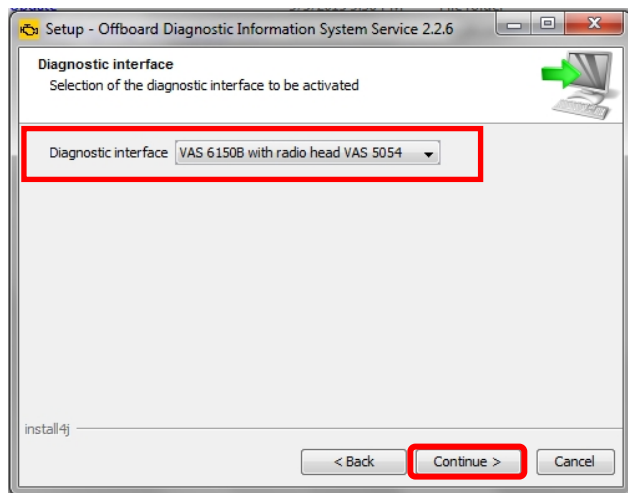
- Steps 19 and 20 on the following page configure the installed software to the diagnostic device **model number**, and **diagnostic interface** (connection) method.
- If the **model number & interface method** are not selected correctly, an “Invalid License File” error may appear when starting ODIS Service.

Continued... 10/

19. Carefully select the applicable **diagnostic device model number** from the **Target platform** dropdown menu, and then click **Continue**:

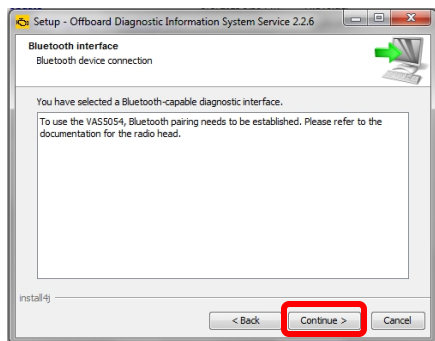


20. Confirm that the applicable **diagnostic interface (connection method)** appears. (Method illustrated is an example only. Your device and connection method may be different): Click **Continue**:

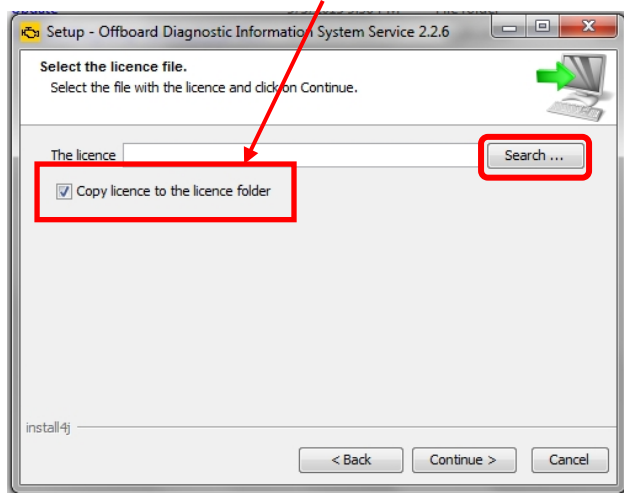


Continued... 11/

21. Click **Continue**:

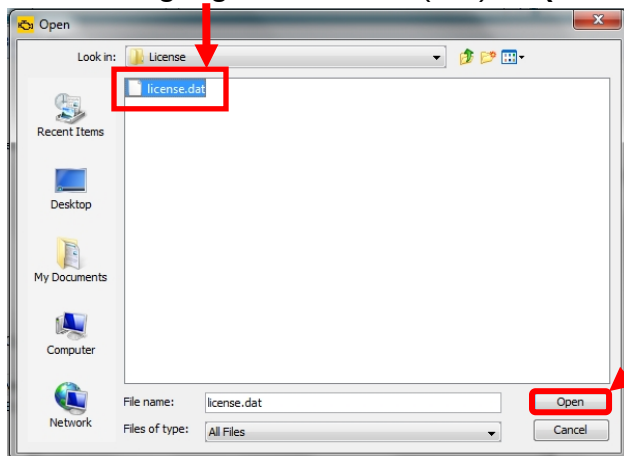


22. Ensure **Copy license to the license folder** is checked, and then click **Search...**:



- ☐ **New Installations:** Open the **device folder** on the desktop, and **Open** the “**License**” subfolder with the **saved license file**, and then **continue from Step 23**.
- ☐ **Reinstallations:** Navigate to the desktop or other location (USB flash drive etc.) containing the **saved license file**, and then **continue from Step 23**.

23. **Select / highlight** the **license (.dat)** file (**DO NOT double-click**), and then click **Open**:

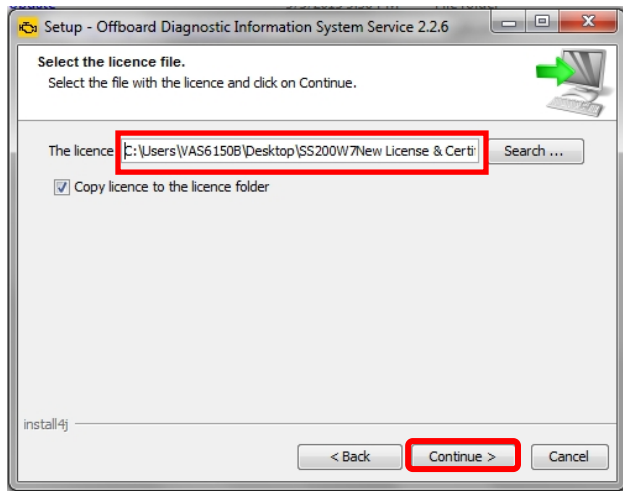


Note:

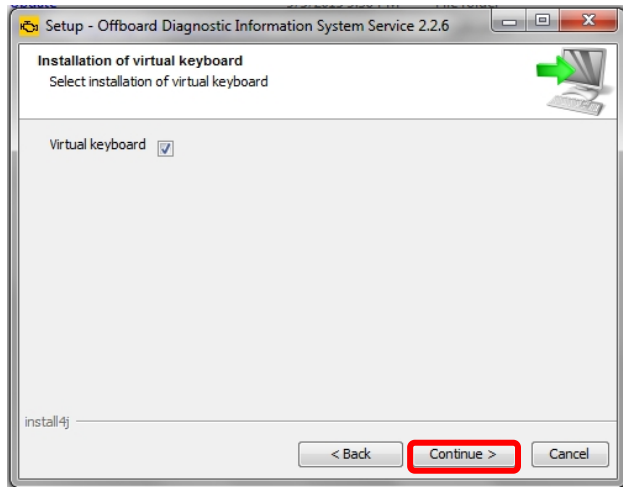
DO NOT double-click the license file in its saved location!

Continued... 12/

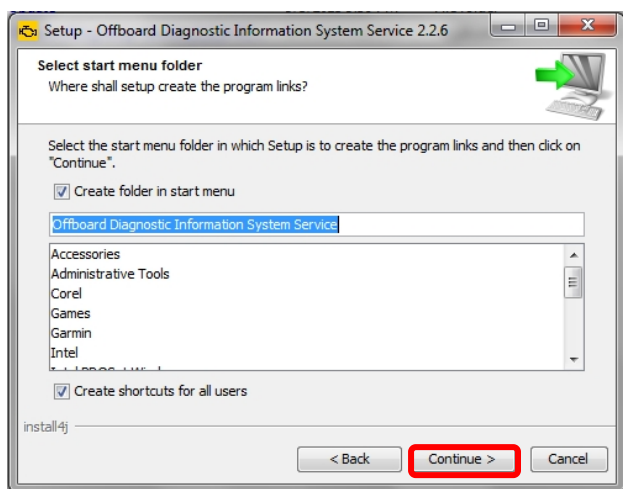
24. Ensure the license file directory path is copied to the installation window. Click **Continue**:



25. No action needed (**DO NOT** uncheck virtual keyboard). Click **Continue**:

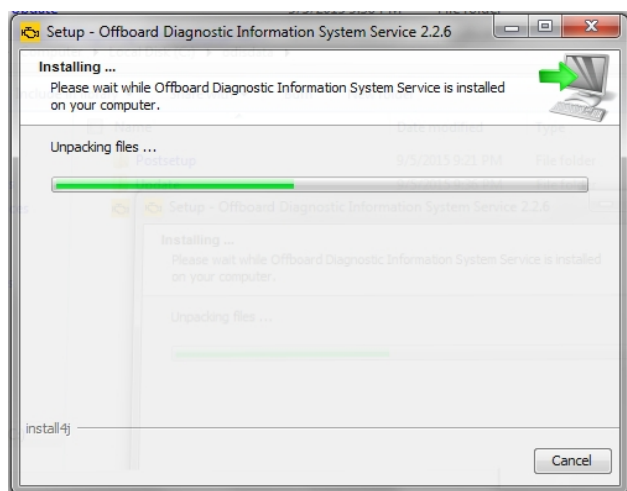


26. No action needed. Click **Continue**:

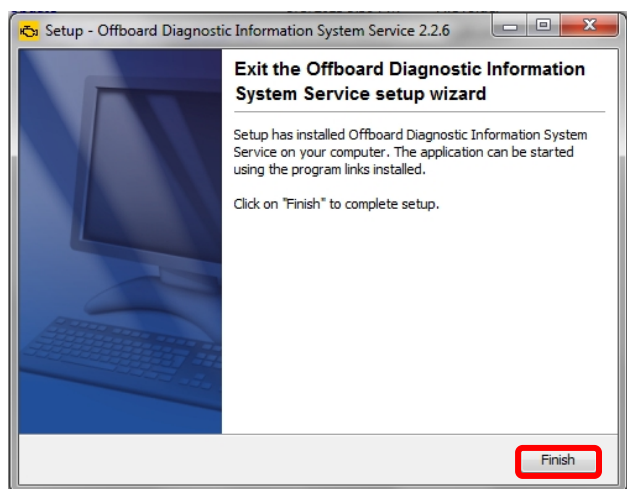


Continued... 13/

27. **Wait** while several different phases of the installation take place:



28. Click **Finish**:



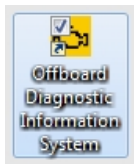
29. Close the directory Window.

Application Software & License Installation steps completed.
Proceed to [Section 3.3 – Page 14.](#)

3.3 – Post-Setup - Diagnostic Database Installation

The first time ODIS Service is started after installation, the **Post-Setup Data installation** must be performed. This installs the brand-specific diagnostic data as per the installed license and selected language(s).

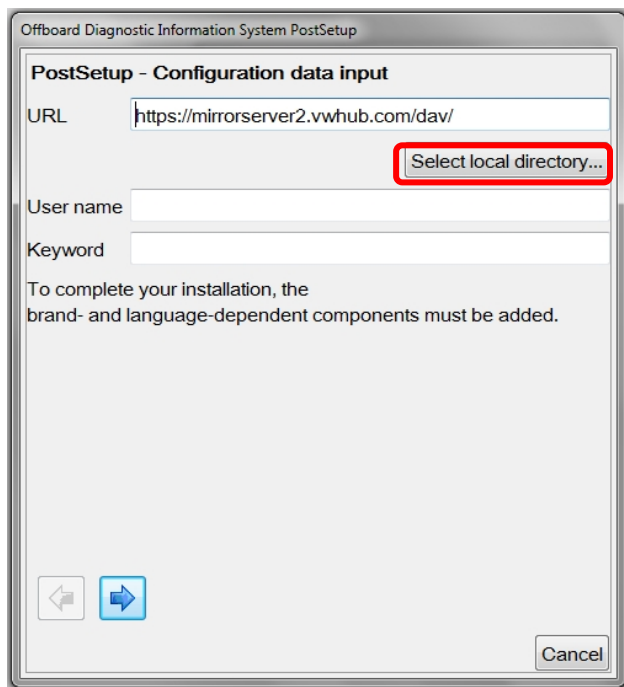
1. From the Windows desktop, locate and click the Offboard Diagnostic Information System icon:



2. **Wait** while the program starts:



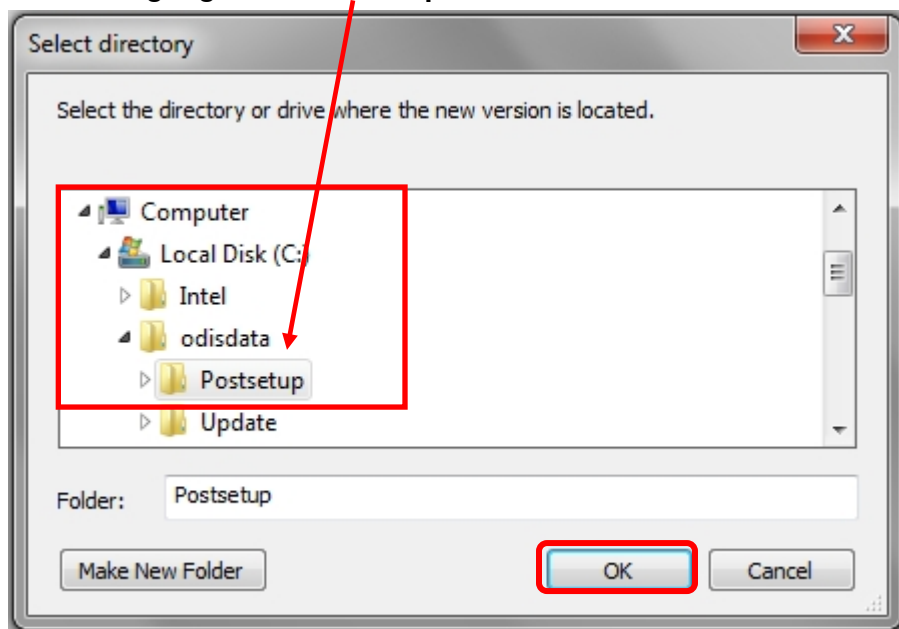
3. Click **Select local directory...**:



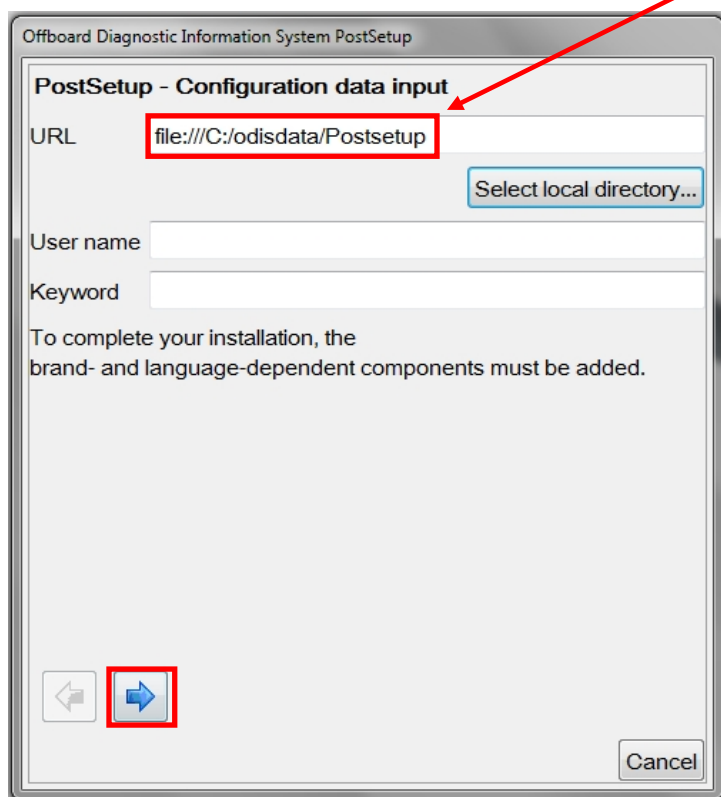
Continued... 15/



- Expand [▲] and navigate through the following directories: **Computer > Local Disk (C:) > odisdata**
- Select / highlight the Postsetup folder** as illustrated, and then click **OK**:



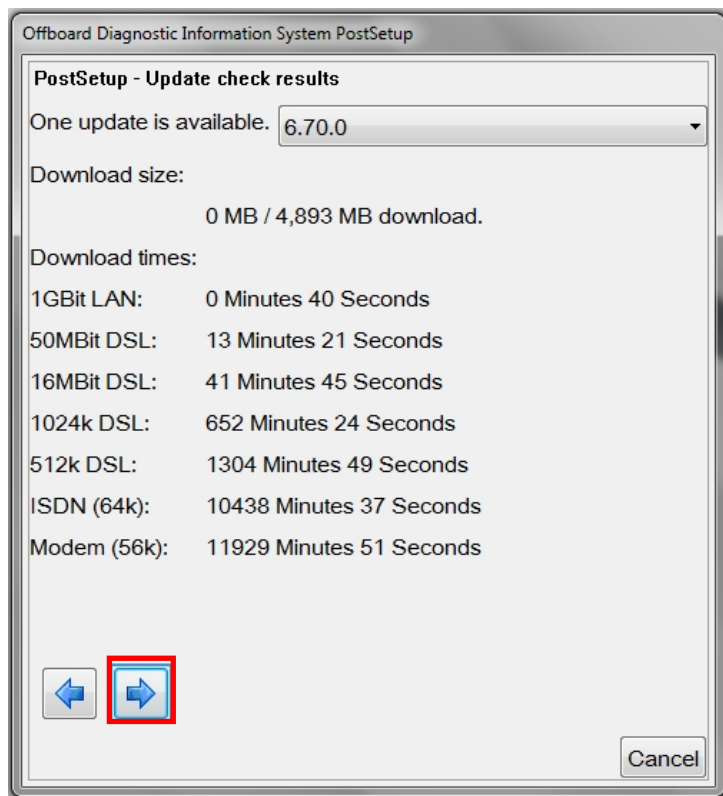
- Confirm the **Postsetup** directory path appears in the **URL** window as illustrated, and then click the blue **Forward Arrow** button:



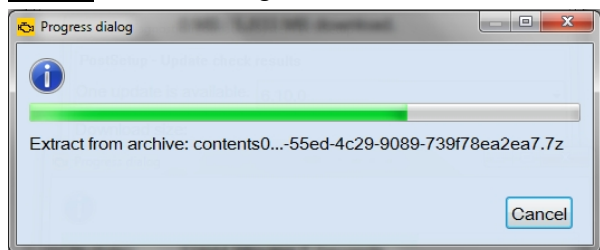
Continued... 16/



7. The postsetup diagnostic data is read and summarized. Click the blue **Forward Arrow** button again:



8. **Wait** while the diagnostic data installation takes place:



Note:

*The **Progress dialog** window may appear to stall or lock at times during the data installation. This is normal. Please be patient!*

The **ODIS Service main window** appears when the installation is complete.

The **VW brand design** is displayed by default.

8. Read and close the **Release Notes** window.
9. Read the **Warnings/notes** information, scroll down and click **OK**.

Postsetup – Diagnostic Data Installation steps completed. Proceed to [Section 4.0 – Page 17](#).

4.0 – Post-Setup Configuration

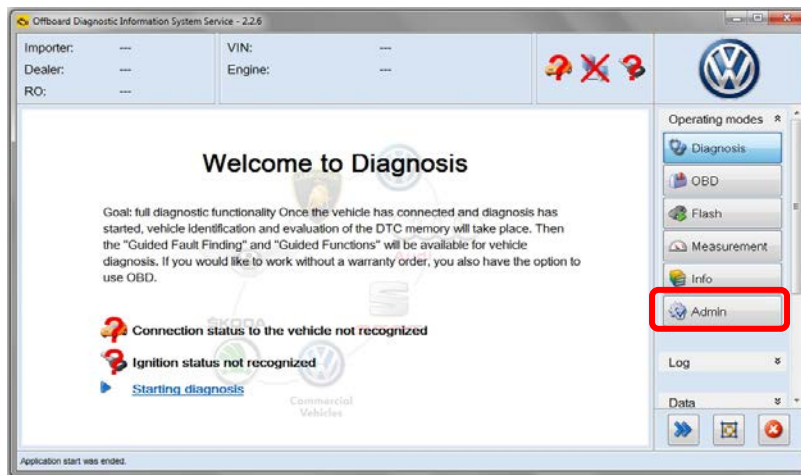
Prior to placing diagnostic devices with new installations or reinstallations into service, a number of configuration steps are required.

Configurations take place via the **Admin** operating mode. Settings can be changed at any time.

4.1 – Administration - General

The following subsections describe configurations using the **Admin > General** operating mode.

1. From the ODIS Service main screen, select **Admin**:

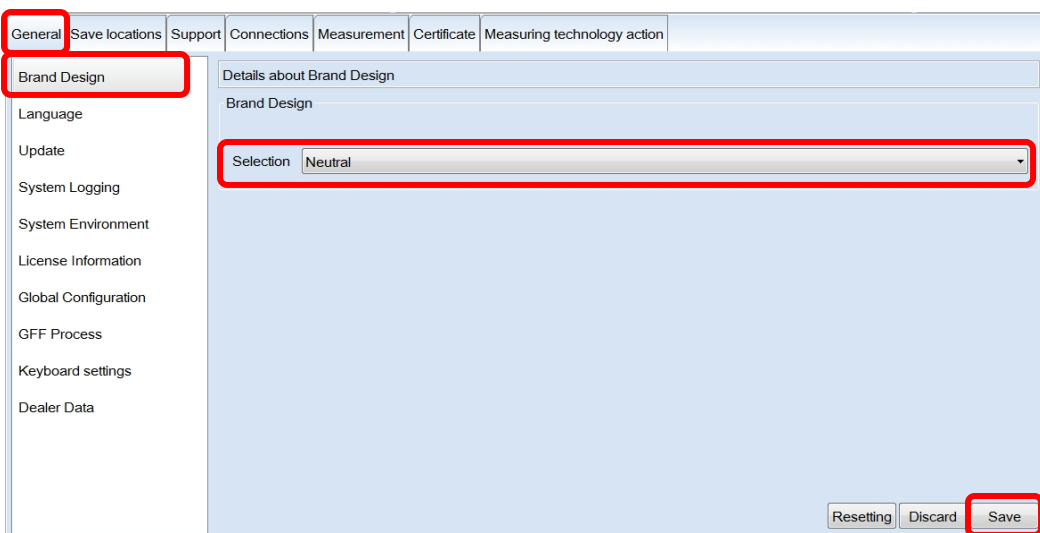


The available configuration function subcategories will be listed in the left-hand display menu.

4.1.1 – Brand Design

The **brand logo** and **user interface colors** are configured with the **Brand design** function.

1. Select **Brand design** and choose the desired brand theme from the dropdown menu. Click **Save / Yes**:



Continued... 18/



4.1.2 – Language

The **language displayed by the user interface** is configured with the **Language** function.

If additional languages were selected during the software installation process, these languages are selectable here.

1. **Only if languages other than English (US) were added**, select **Language**. Then choose the desired language from the dropdown menu. Click **Save / Yes**:

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Design
Language
Update
System Logging
System Environment
License Information
Global Configuration
GFF Process
Keyboard settings
Dealer Data

Details about Language

Language setting

Language: English (US)

Resetting Discard Save

4.1.3 – Update

The **schedule for automatic updates** is configured with the **Update** function.

1. Select **Update**: Review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes**:

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Design
Language
Update
System Logging
System Environment
License Information
Global Configuration
GFF Process
Keyboard settings
Dealer Data

Details about Update

Download

Loading in the background ☒

Temporary download directory: C:\Program Files (x86)\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

Resetting Discard Save

Note: For additional information refer to **Service Information – ODIS Service** document title: **Online Update Guide**



4.1.4 – Keyboard

If desired, the virtual keyboard can be switched **on** or **off** for as appropriate for the diagnostic device.

1. Select **Keyboard settings**: Place or remove a **checkmark** next to **Use the virtual keyboard**. Click **Save / Yes**:

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Design
Language
Update
System Logging
System Environment
License Information
Global Configuration
GFF Process
Keyboard settings
Dealer Data

Details about Keyboard settings

Virtual keypad

Use the virtual keyboard ☒

Resetting Discard Save

4.1.5 – Dealer Data

If desired, configure the name of the dealership to appear in diagnostic logs.

1. Select **Dealer data**: Enter the name of the dealership in the **Facility ID** entry field:

Note:

DO NOT exceed 100 characters including spaces. Exceeding the character allowance may cause GFF log transmissions to fail!

Click **Save / Yes**:

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Design
Language
Update
System Logging
System Environment
License Information
Global Configuration
GFF Process
Keyboard settings
Dealer Data

Details about Dealer Data

Dealer Data

Facility ID My Hometown Dealer

Resetting Discard Save

4.2 – Administration - Support

The following subsections describe configurations using the **Admin > Support** operating mode.

4.2.1 – Contact Data

Contact information is saved as necessary for **Support Button** requests.

1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** section is displayed first by default: Fill in all contact details, including a valid email address: Click **Save / Yes**:

General | Save locations | **Support** | Connections | Measurement | Certificate | Measuring technology action

Contact Data

E-mail outgoing server

Details about Contact Data

Contact data for feedback

First name: John

Last name: Smith

E-mail address(*): myemail@myemail.com

Telephone number(*): 1234567890

Resetting | Discard | Save

4.2.2 – Email Outgoing Server

Dealership **network connection parameters** must be configured before using the **Support Button**.

1. Select **E-mail outgoing server**: Enter or re-enter information as applicable and **specific to your dealership network**. Click **Save / Yes**:

General | Save locations | **Support** | Connections | Measurement | Certificate | Measuring technology action

E-mail outgoing server

Details about E-mail outgoing server

Use the standard e-mail client of the operating system: ☐

Connection parameters

Connection: Mail

Mail server: xxxxxxxxxxxxxx

Mail server port: 25

Mail server login: ☐

User name:

Password usage: only for the next feedback transmission

Secure connection: ☐

E-mail sender address: XXXXXX@XXXX.com

Resetting | Discard | Save

Note: For additional information refer to **Service Information – ODIS Service** document title: **ODIS Service Email Outbox Configuration Guide**

4.3.1 – Brand Settings Data

The connection to **VWAG Group systems** (to transmit GFF logs, etc.) is configured via **Brand settings**.

1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** data section is displayed first by default:

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Brand Settings

Group system: Logon

Group System: GFF

Group System: ElsaPro

Group System: Carport

Group System: DISS

Group System: eShop

Mirror Server 2

Details about Brand Settings

Brand to configure

Selection: Audi

Connection types

for Audi: CPN

for Volkswagen: CPN

Resetting | Discard | Save

2. **Change the Connection type** in the dropdown menu(s) from **CPN** to **Internet**: Click **Save / Yes**:

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Brand Settings

Group system: Logon

Group System: GFF

Group System: ElsaPro

Group System: Carport

Group System: DISS

Group System: eShop

Mirror Server 2

Details about Brand Settings

Brand to configure

Selection: Volkswagen

Connection types

for Audi: Internet

for Volkswagen: Internet

Resetting | Discard | Save

Note: Failure to change the connection type from **CPN** to **Internet** will result in online update failures!



Please confirm the Mirror Server 2 URL specified for the US /CDN market:

1. Select **Mirror Server 2**:
2. **Confirm** the Mirror Server URL appears as: **https://mirrorserver2.vwclub.com/dav/**

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Settings

Group system: Logon

Group System: GFF

Group System: ElsaPro

Group System: Carport

Group System: DISS

Group System: eShop

Mirror Server 2

Details about Mirror Server 2

Access data

Mirror Server URL: **https://mirrorserver2.vwclub.com/dav/**

Mirror Server user

Mirror Server password

Timeout

Timeout [s]: 120

Resetting | Discard | Save

For **New Installations**:

- ☐ **Continue** with additional instructions in **Sections 5.0 and 6.0** that follow.
- ☐ Install the Security Certificate: Refer to **Service Information – ODIS Service** document title: **ODIS Service Installation Phase 3 – Security Certificate Request and Installation Instructions**
- ☐ Configure the VAS 5054A Transmitter Head: Refer to **Service Information – Diagnostic Device Hardware & Windows** document title: **VAS 5054A Transmitter Head – Bluetooth & EDIC Configuration – ODIS Service Only**

For **Reinstallations**:

- ☐ Configure the Diagnostic Interface (EDIC) for the VAS 5054A Transmitter Head: Refer to **Service Information – Diagnostic Device Hardware & Windows** document title: **VAS 5054A Transmitter Head – Bluetooth & EDIC Configuration – ODIS Service Only (Section 4.0)**
- ☐ Refer to [Section 6.0 - Page 23](#) prior to returning diagnostic device to service.

☐ **Post-Setup Configuration steps completed. Proceed to Section 5.0 below as applicable.**

5.0 – Post-Installation File Management & Backup

5.1 – General Information

If ODIS Service is uninstalled and subsequently reinstalled, the **license file** that was initially downloaded from eShop to the diagnostic device desktop **must be reinstalled**. In these cases, the license file is simply retrieved from the **device folder** on the desktop of the diagnostic device during the reinstallation process. The device folder was created during installation Phase 1.

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However, if recovery of the Windows operating system is necessary, both the **license and certificate** files are deleted from the desktop. In order to facilitate reinstallation of the license and certificate files after recovery, the **device folder created during installation Phase 1 must be backed-up on a USB flash drive.**

The backup USB flash drive is also used to download the security certificate from the eCRMS application during installation Phase 3.

5.2 – Backup Device Folder on USB Flash Drive

Note:

*The following instructions are based on the **device folder** identification and record keeping method suggested in the **Phase 1 Instructions – Section 3.5.***

If an alternate record-keeping method was chosen, backup the license and certificate files accordingly and inform key service personnel.

Prerequisite:

- ☐ Diagnostic device license file downloaded from eShop to the **device folder** with “**License**” subfolder as per the **Phase 1 instructions, Section 3.5.**

1. **Obtain** empty USB flash drive or existing USB flash drive with existing backups.
2. **Insert** USB flash drive into an available port on the diagnostic device.
3. From the Windows desktop, **locate** and select the **device folder** (named with the device ID).
4. **Copy** the **device folder to the USB flash drive**, making sure that the device folder name identifies the device as being different from all other saved device folders (where applicable).
5. Retain the backup USB flash drive for the **security certificate download process during installation Phase 3.**

☐ **Post-Installation Backup steps completed. Proceed to Section 6.0 Below.**

6.0 – Online Updates

6.1 – General Information

Dealerships are responsible for ensuring all diagnostic devices used on vehicles covered by new vehicle warranty are updated with the latest ODIS Service application and diagnostic data.

The application software and diagnostic data installed with the latest “installation version” of ODIS Service was current as of the date of the DVD release. **However, revised and additional application and diagnostic data may have been released via online updates after the DVD release date.**

All available online updates must be downloaded and installed prior to placing a new installation or reinstallation of ODIS Service into service.

For details on online update setup and functions, refer to **Service Information - ODIS Service** document title: **Online Update Guide.**