



ODIS Service FAQs

AOS-FAQ-15-03

10/02/2015

Note:

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

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

Q. We installed new security certificates when we updated our diagnostic laptops and tablets from Windows® XP to Windows 7. Why did we receive an email stating that a certificate will expire soon when it is less than three years old?

A. Unfortunately, the auto-generated email you received applied to the original certificate installed on the device before it was updated to Windows 7. **Please disregard this email.**

Revised!!

Q. In order to resolve malfunctioning software, I inadvertently reinstalled ODIS Service using the previous Installation Version 2.2.2 DVDs. Why does a message stating that the software has expired when I start ODIS Service now?

A. Numerous critical ODIS Service application updates were issued online after the release of the Installation Version 2.2.2 DVDs. Prior to placing ODIS Service back into service, establish a network connection and install all available updates in order to bring the software up-to-date.

If reinstallation is necessary to resolve malfunctioning software on another device: **Discard the V2.2.2 DVDs** and use **Installation Version 2.2.6 DVDs** instead. Then install the available online updates. (V2.2.6DVD were auto-shipped to all dealers the week of September 30.)

Q. Why does ODIS Service get stuck on Processing Cached Protocols when first opened, and then 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.

Revised!!

Q. We received the auto-shipment of **ODIS Service V2.2.6 DVDs**. Do I need to install them on all of our VAS devices?

A. V2.2.6 DVDs are **NOT** update DVDs. They are intended for **new installations** on new devices and **reinstallations** on existing devices to resolve software malfunctions. **DO NOT** use the discs to update existing ODIS Service installations that are up-to-date and functioning normally.

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.

Q. I am unable to configure the Email Outgoing 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. I updated a diagnostic device from Window XP to Windows 7 and reinstalled ODIS Service. Why am I receiving an invalid license error when I start ODIS Service?

A. The most likely cause is that you didn't order and install a new ODIS Service license after installing Windows 7. A new license is necessary because the device hardware ID changed with Windows 7.

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

A. Yes. Installing Windows 7 changes 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.

Q. How do I configure a VAS 5054A Transmitter Head to my diagnostic device?

A. 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 or accessaudi.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 Dealer data field should only contain your dealer number and name. If less than 100 characters are used, please 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 diagnostic content version I have installed in ODIS Service?

A. Under **Info**, select **Versions**. The version is listed as **didb_GFS-a:X.XX.XX** *Example: 2.3.5*

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.