Service Information

Audi
Truth in Engineering

Offboard Diagnostic Information System Service (ODIS Service) **Number: AOS-16-01**

Subject: Version 3.0.0 – Mandatory Installation from Web-Server **Date: Jan. 5, 2016**

Supersedes AOS-15-13 due to revised and additional information.

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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

ATTENTION - Please Read Carefully!

Starting December 17th, 2015, all installed versions of ODIS Service up to and including V2.2.7 MUST BE uninstalled and V3.0.0 installed from a Volkswagen AG Group Services web-server.

This mandatory installation must be performed on all diagnostic devices in workshop service.

- **ODIS Service versions prior to 3.0.0 are not updatable if they remain installed after December 17th!**
- **ODIS Service "Installation Version DVDs" are no longer used.**

This document describes the mandatory existing version **uninstallation,** and **installation of ODIS Service V3.0.0** on **existing diagnostic laptop and tablet devices in workshop service only.**

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

1.2 – Preparation - Overview

The preparation guidelines:

- Ensure diagnostic device eligibility for ODIS Service installation and use.
- Ensure that the requisite license and certificate files are available for reinstallation.
- Address device physical, related Windows software and dealership network issues to ensure trouble-free downloads and installations.

1.3 – Process Overview

Existing version uninstallation, and installation of V3.0.0 takes place in the following stages:

- ☐ Confirm that copies of the license and certificate files, and recorded hardware key are available
- ☐ Run Clean Utility
- ☐ Uninstall existing ODIS Service version
- ☐ Import certificate to Windows
- ☐ Download and install V3.0.0 application data from VWAG Group Services web-server
- ☐ Import certificate to application
- ☐ Download and install diagnostic database from web-server
- ☐ Configure ODIS Service installation*
- ☐ Configure diagnostic interface (VAS 5054A etc.)*

**Instructions for these procedures must be obtained from additional documents posted on ServiceNet.*

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2.0 – Preparation

We recommend the following procedures be performed on one device at a time!

2.1 – Diagnostic Device Hardware & Network Prerequisites

- ☐ *Windows 7*
- ☐ ***Internet Explorer 11***
- ☐ *Type of **diagnostic interface** in use is known, e.g.: **VAS 5054A etc.***
- ☐ *Network connection: Minimum **6 Mbps** (single brand) or **8 Mbps** (dual brand).)*
- ☐ *Antivirus software and network firewall temporarily disabled (where applicable).*
- ☐ *Device connected to A/C power adapter and booted to Windows desktop.*
- ☐ *Diagnostic tablets mounted in base station with USB mouse and keyboard connected.*

2.2 – Software Download & Installation Prerequisites

- ☐ *A backup copy of the ODIS Service **License file** is available for **reinstallation.***
- ☐ *A backup copy of the **Security Certificate file** is available for **importation.***
- ☐ *A text document containing the device's **hardware key** is available for **reference.***

ATTENTION!

Software installation from the web-server is not possible without the device-specific license and certificate files, and document with recorded hardware key!

The "Phase 1" instructions for the initial installation of ODIS Service recommended creating a folder on the diagnostic device desktop to store backup copies of the **license** and **certificate** files, and text document with the device **hardware key**. **Locate the folder with backup files now!** If an **alternate storage location** was chosen for the backup copies, e.g.: USB flash drive, **determine that location now!**

Proceed as applicable:

- ☐ If backup copies of the above files and document **ARE AVAILABLE:** **Skip to** Section 2.3 Page 5
- ☐ If backup copies of the above files and document **ARE NOT AVAILABLE:** Create a folder on the device desktop with **"License"** and **"Certificate"** subfolders, along with a blank **"Hardware Key"** text document. Then refer to the following procedures:

Retrieve License:

1. From the Windows desktop, **go to: Start > Computer > Local Disc (C:) > Program Files (x86) > Offboard_Diagnostic_Information_System_Service > license**
2. **Right-click** the **license (.dat)** file, select **Copy**, then **Paste** it in the **License** subfolder created earlier.

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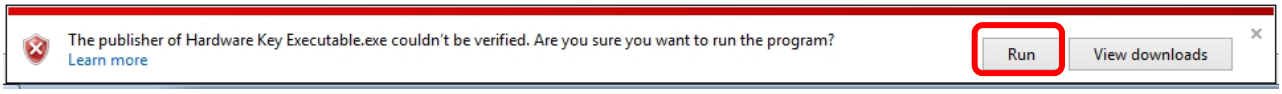
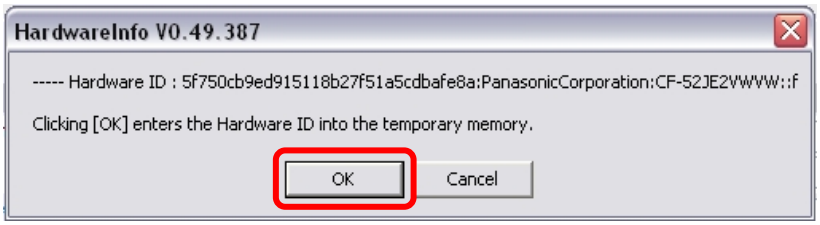
Retrieve Hardware Key:

1. Logon to **ServiceNet** and **go to: Vehicle Diagnostics > ODIS Service > Hotfixes/software**
2. Double-click the **Hardware Key Executable** link, and then select **Run:**

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



4. Select **OK:**



The hardware key is saved in “clipboard” memory.

5. **Paste** the hardware key in the **Hardware Key** text document created earlier, then **Save** the document.

Retrieve Security Certificate:

6. **Logon to eCRMS** and retrieve the certificate file **that is specific to the device.**

   Locate the device-specific certificate from the dealer list in eCRMS by **recognizing the name assigned to the device** and/or **the hardware key** (referenced in eCRMS as the “Hardware ID”).

   For detailed instructions on how to retrieve the certificate, refer to **Service Information - ODIS Service** document title: **Installation Phase 1 – Preparation, License & Security Certificate Process Instructions: Section 4.2**

7. **Paste** the certificate file in the **Certificate** folder created earlier.

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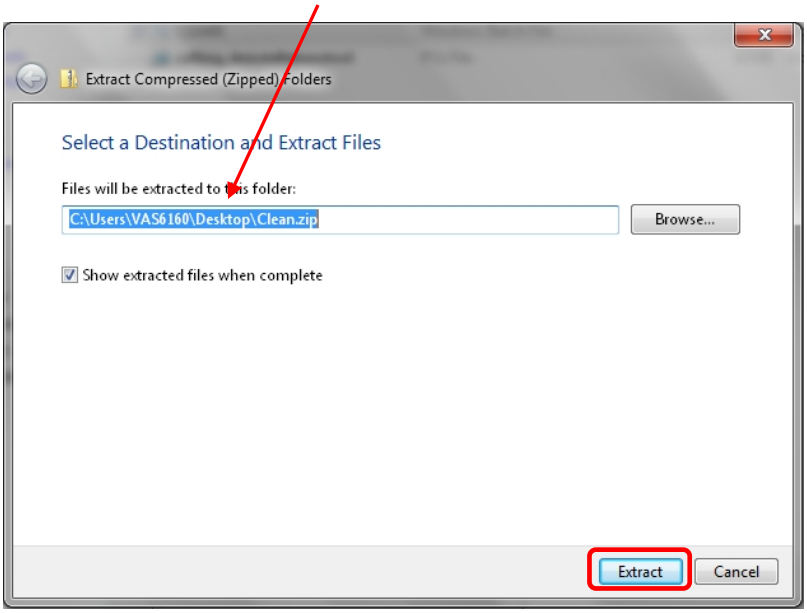
2.3 – Run Clean Utility

A cleanup utility must be run prior to the installation of V3.0.0. This utility searches for, and removes a number of peripheral files that ODIS Service uninstallation is not configured to remove.

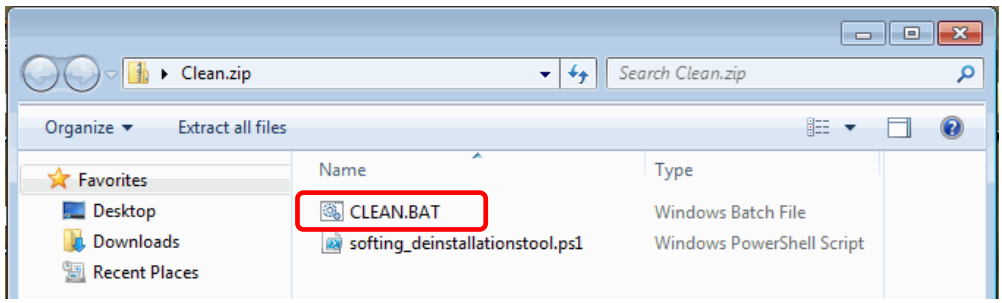
ATTENTION!

Running the clean utility may adversely affect the operation of alternate (unauthorized) vehicle diagnostic software that may be installed.

1. Logon to **ServiceNet** and go to: **Vehicle Diagnostics > ODIS Service > Hotfixes/software**
2. Locate the **Clean.zip** link and **Save** it to the diagnostic device's **Windows desktop.**
3. From the Windows desktop, **right-click** the **Clean.zip** folder, and then select **Extract All...**
4. Ensure the device's **Desktop** appears as the destination, and then select **Extract:**



5. Double click the **CLEAN.BAT** file to start the cleanup. (**Ignore** the other file.):



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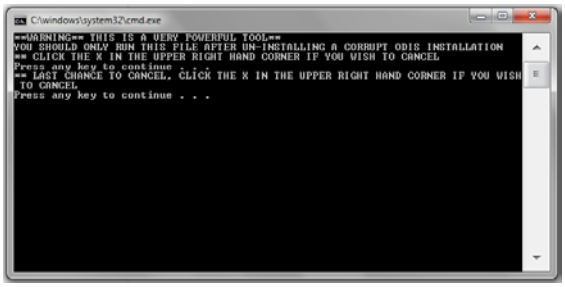
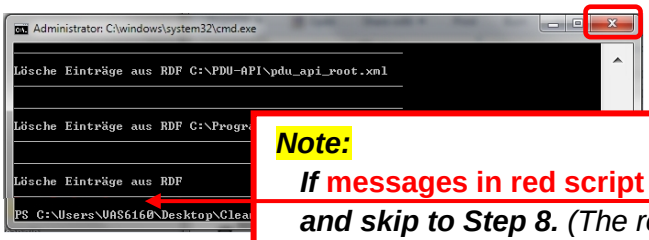
6. Heed both of the Windows command warnings, and then press any key each time:

. . .



7. Allow the utility to run, and then **Close** the Windows command window:



Note:

If ***messages in red script*** *appear in the command window,* ***disregard them and skip to Step 8.*** *(The red script messages indicate that the desired files to be cleaned were not present. No further action is necessary.)*

Clean Utility Tip for Pros:

To perform this step on subsequent devices, consider copying and saving the **Clean.zip** *folder on a USB flash drive: Then, instead of logging on to ServiceNet and downloading the Clean.zip folder each time on the remaining devices, simply insert the USB flash drive, copy the saved Clean.zip folder from the flash drive directory to the device desktop, and then perform Steps 3 through 10.*

- *In all cases however, please heed the* **IMPORTANT!** *Note below.*

8. From the Windows desktop, locate and right-click (select) **BOTH** of the **Clean.zip** folders, and then select **Delete** from the dropdown.
9. Confirm deletion of both folders, and then **empty the Recycle Bin.**
10. **Restart** the diagnostic device.

IMPORTANT!

Both Clean.zip folders must be deleted from the desktop before proceeding with the remaining steps! Inadvertent use of the cleanup utility after ODIS Service installation will result in software malfunctions.

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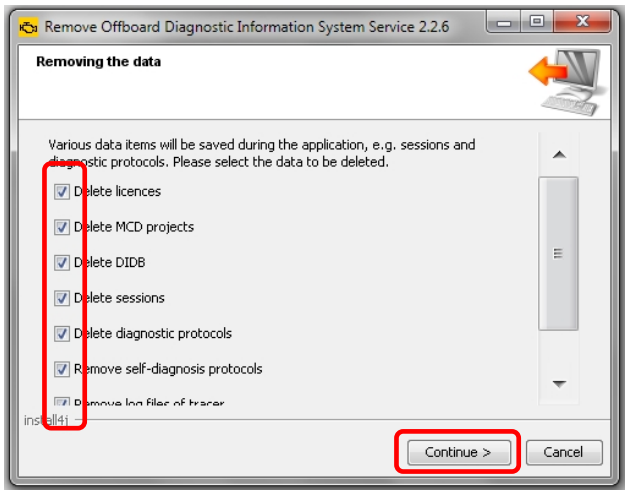
2.4 – Uninstall ODIS Service

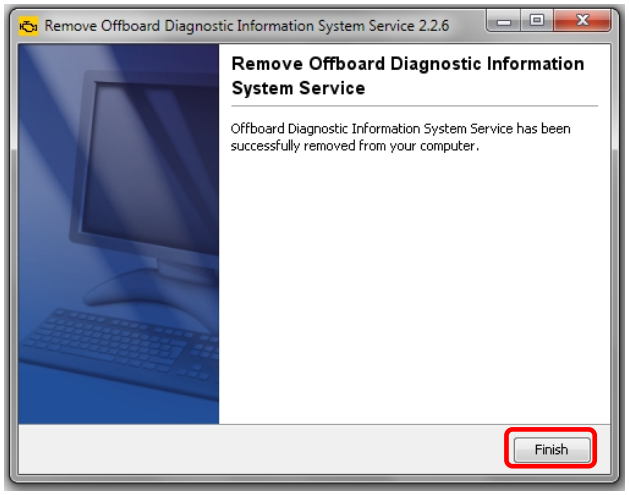
Uninstallation Tip for Pros:

If *you are not aware of, or have not recorded the* **Email Outgoing Server** *configuration settings in ODIS Service, please* ***note them now to re-apply during post-setup configuration!*** *Go to:* **ODIS Service > Admin > Support > E-mail outgoing server** *…and record the various settings.*

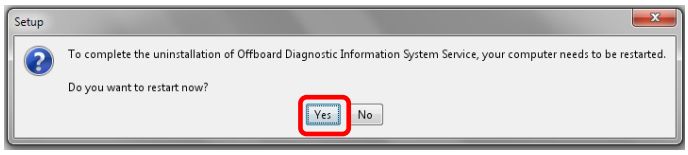
1. Go to: **Start > All Programs > (ODIS Service) > ODIS Service Uninstallation Program > Continue**
2. **Check all boxes** in the prompt window (scroll down), and then select **Continue:**



3. **<u>Wait</u>** while several stages of uninstallation take place, and then click **Finish:**



4. Select **Yes:**



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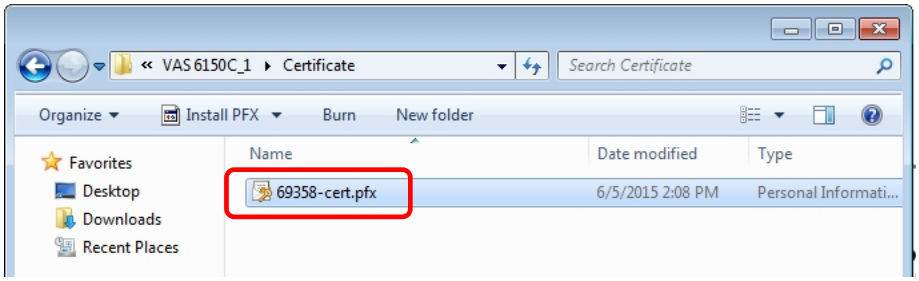
2.5 – Import Security Certificate to Windows

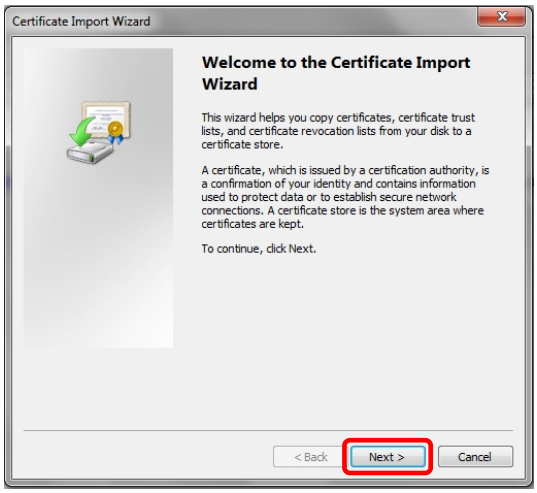
Certificate importation to Windows authorizes Internet Explorer to access the VWAG web-server.

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

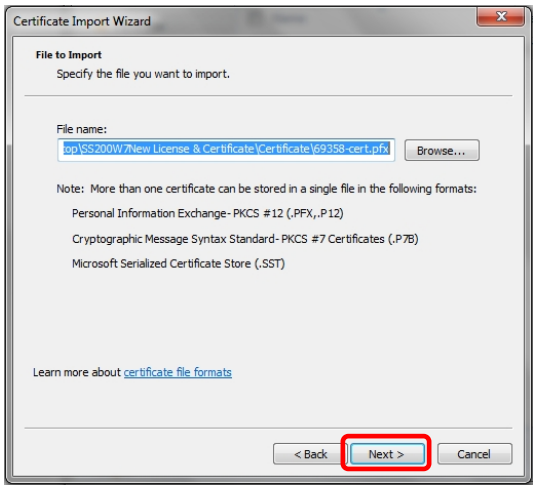
1. From the **device folder** on the Windows desktop (or alternate save location **on the device**), **Open** the **Certificate** subfolder and **double-click** the **certificate (.pfx) file:**



2. Select **Next:**



3. Select **Next:**



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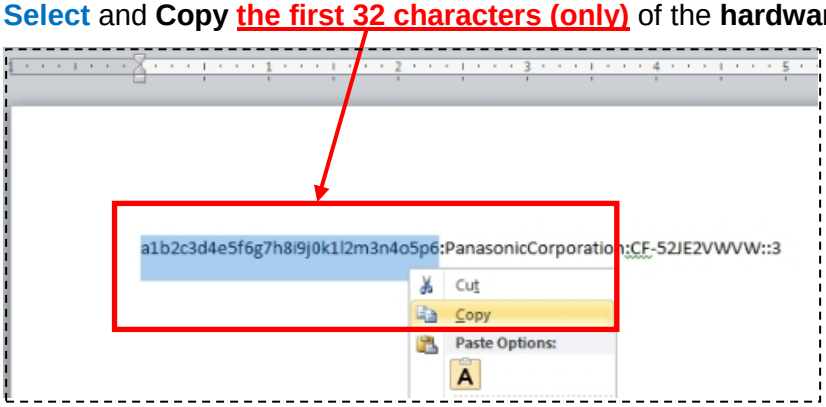
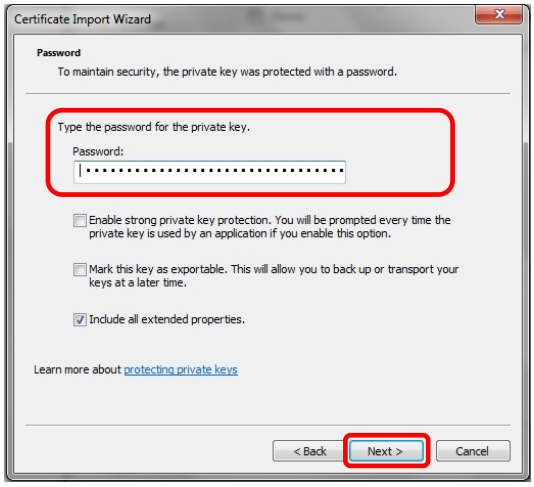
4. From the **device folder** on the Windows desktop (or alternate save location)**, Open** the **Hardware Key** document:

5. **Select** and **Copy** **the first 32 characters (only)** of the **hardware key.** Example:

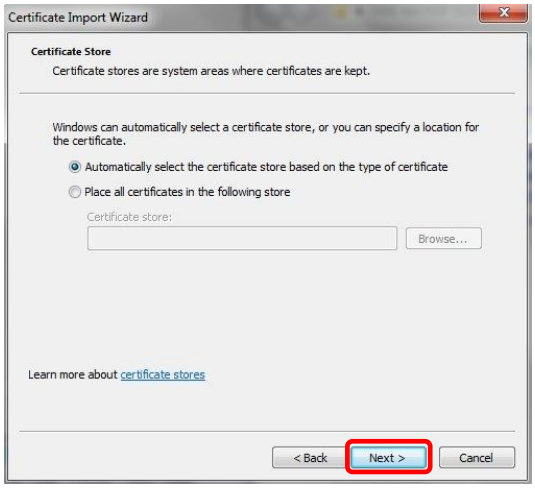


The characters are saved in Windows "clipboard" memory.

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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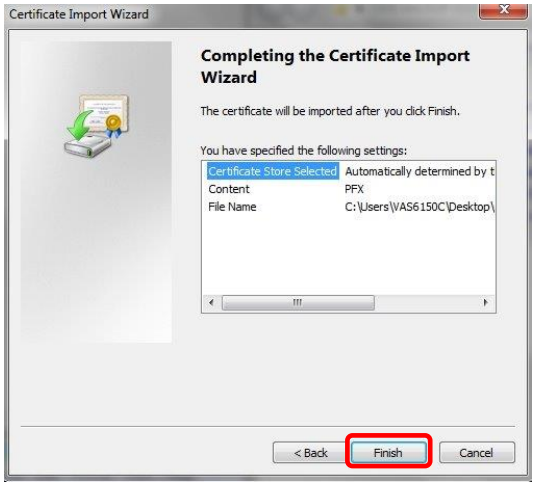
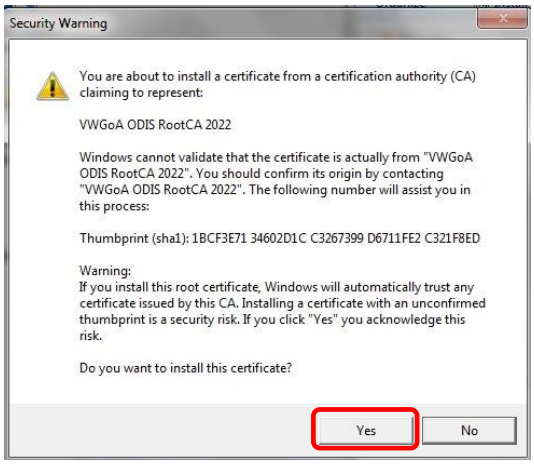
8. Select **Finish:**



9. **<u>If</u>** this prompt appears, select **Yes:**



10. Click **OK:**

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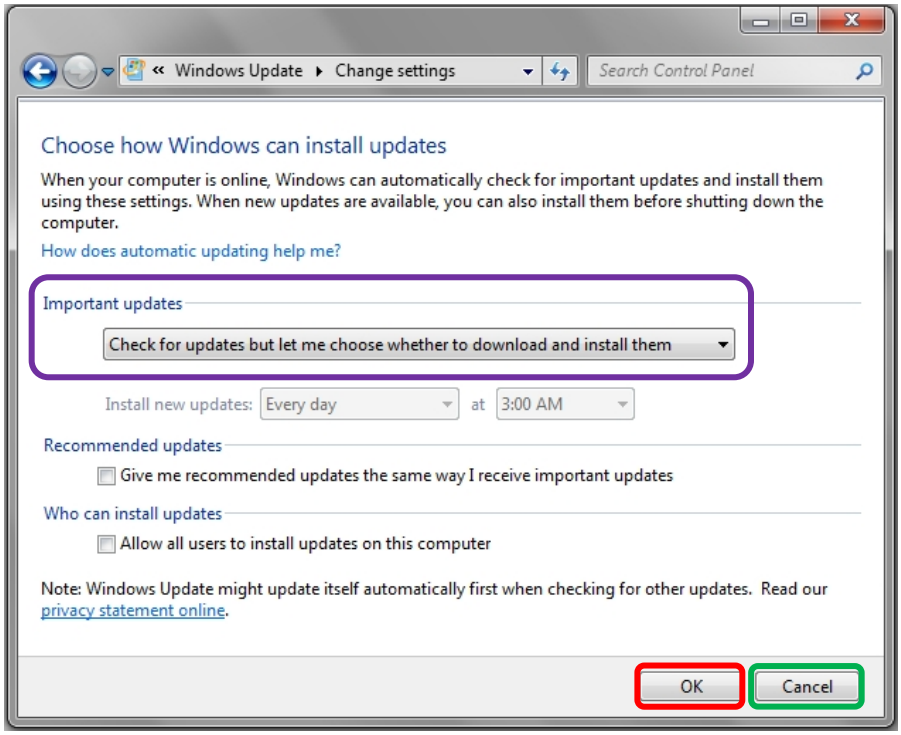
2.6 – Confirm Windows Update Setting

To ensure trouble-free ODIS Service software download and installation from the web-server, the diagnostic device **must not be downloading or installing Windows updates <u>at the same time.</u>**

Confirm the preferred Windows update setting as instructed in the diagnostic device's **Unpacking and Setup instructions.** Proceed as follows:

1. Go to: **Windows Start > Control Panel > Windows Update > Change Settings**
2. In the **Important Updates** category, confirm that the update option: **Check for updates but let me choose whether to download and install them** is selected as illustrated below:
   - ☐ If this option **is** selected, select **Cancel:**
   - ☐ If this option **is not** selected, **select it now** from the dropdown, and then select **OK:**



3. **Close** the remaining Control Panel Windows.

Note:

If it was necessary to change the update setting, ***check if a Windows update is currently in process before installing ODIS Service.*** *If a Windows update* ***is*** *in process, allow it to finish and* ***only then*** *proceed with ODIS Service installation.*

☐ **All Preparation steps completed. Proceed to Section 3.0 – Page 12**

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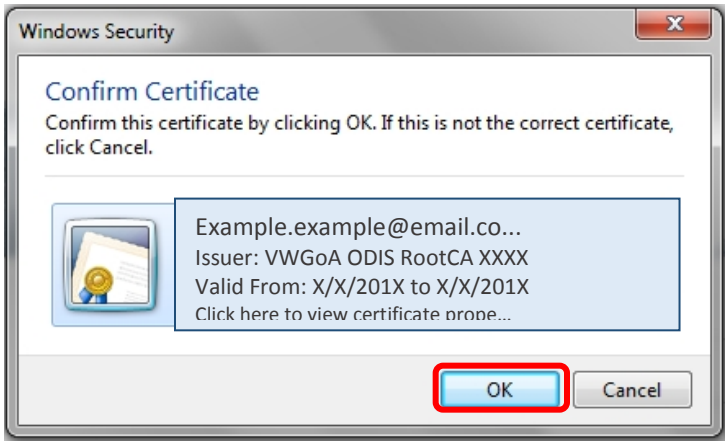
3.0 – Installation

3.1 – Download & Install V3.0.0 Application Data – "Single Setup"

1. **Open Internet Explorer 11**
2. Carefully type the following address in the browser's address bar, and then click the **"Go to"** arrow**:**

3. Select **OK:**



Note:

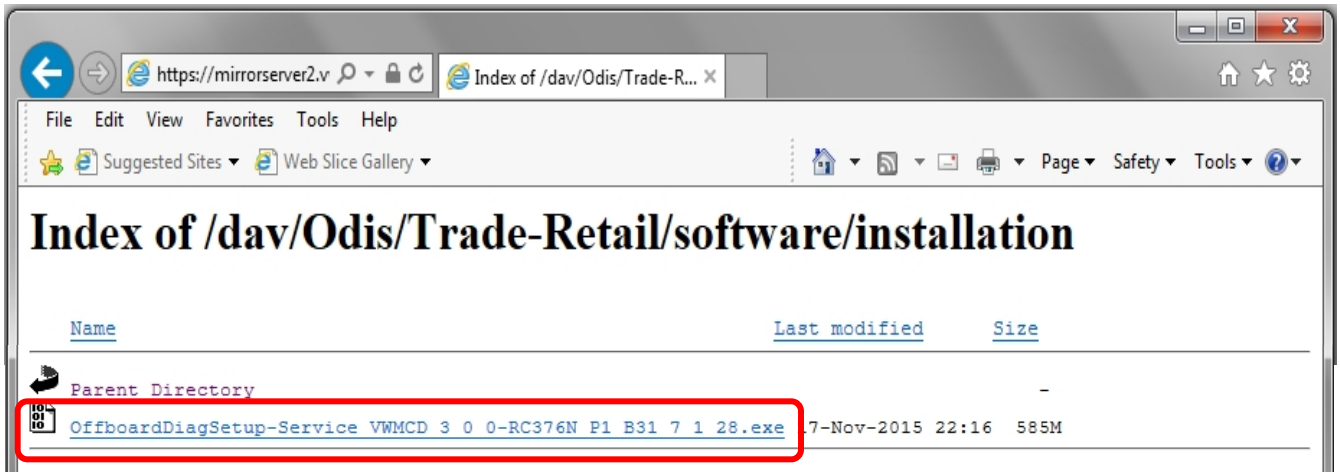
If multiple certificate confirmation prompts appear, select and confirm the one indicated as:

Issuer: VWGoA ODIS RootCA

4. Navigate through the **server Indexes** in the following order:

   Odis > Trade-Retail > software > installation

5. From the **installation** Index, double-click the `OffboardDiagSetup-Service VWMCD 3 X X XXXXXXX.exe` file:



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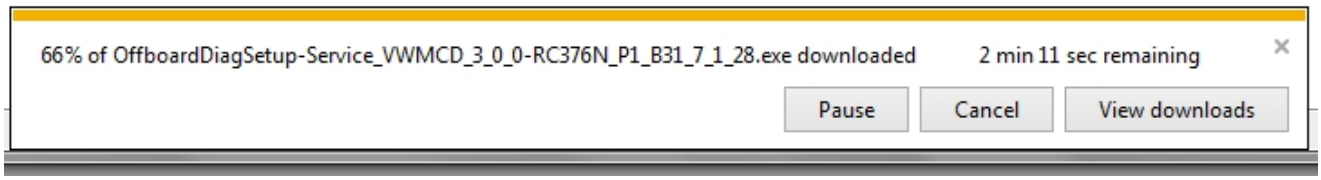
6. Click the **Save - dropdown selection arrow**, and then select **Save and Run:**

Installation Tip for Pros:

The download is saved in the **Download** *folder on Windows. To perform this step on subsequent devices, consider copying and saving the downloaded file on a USB flash drive: Then, instead of logging on to ServiceNet and downloading the file each time on the remaining devices, simply insert the USB flash drive, download the file to the device from the flash drive directory, access the file and then perform Steps 4 through 24.*

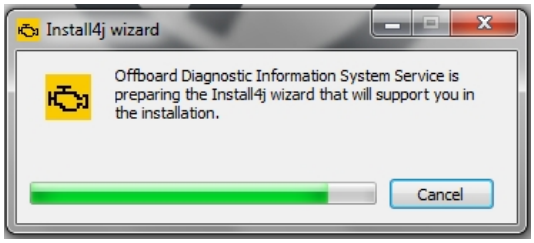
In all cases, please ensure that the ***certificate is imported*** *to Windows on* ***all devices first.***

7. No action needed:

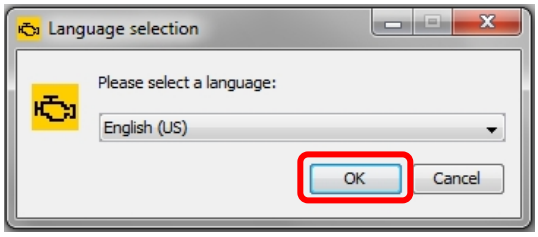


8. When the download is complete, **Close** the browser session.

9. No action needed:



10. Confirm **English (US)** is selected, and then select **OK:**



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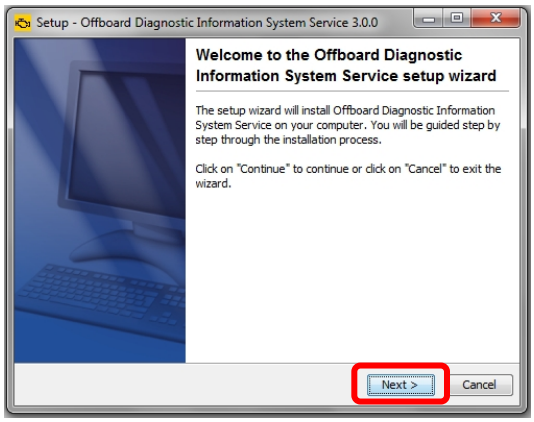
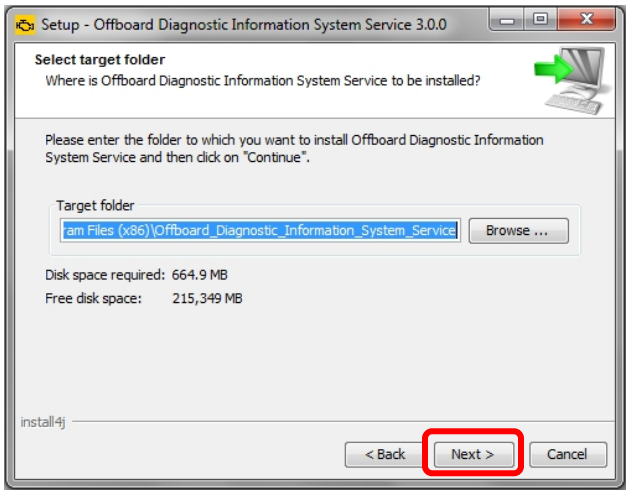
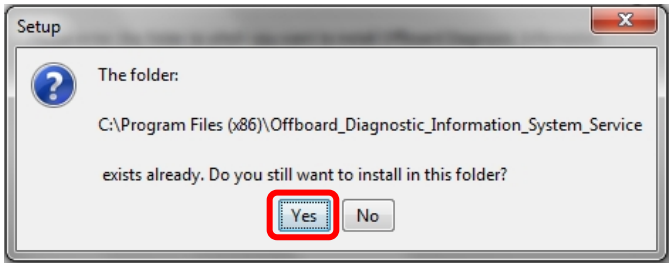
12. Select **Next:**

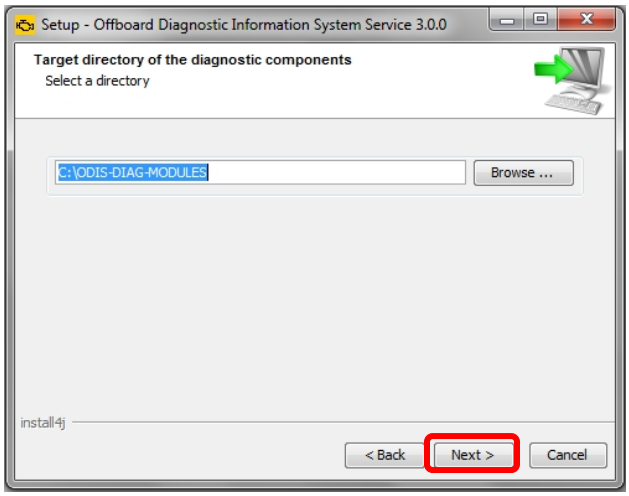


13. Select **Next:** (and **Yes** where applicable):





14. Select **Next:**



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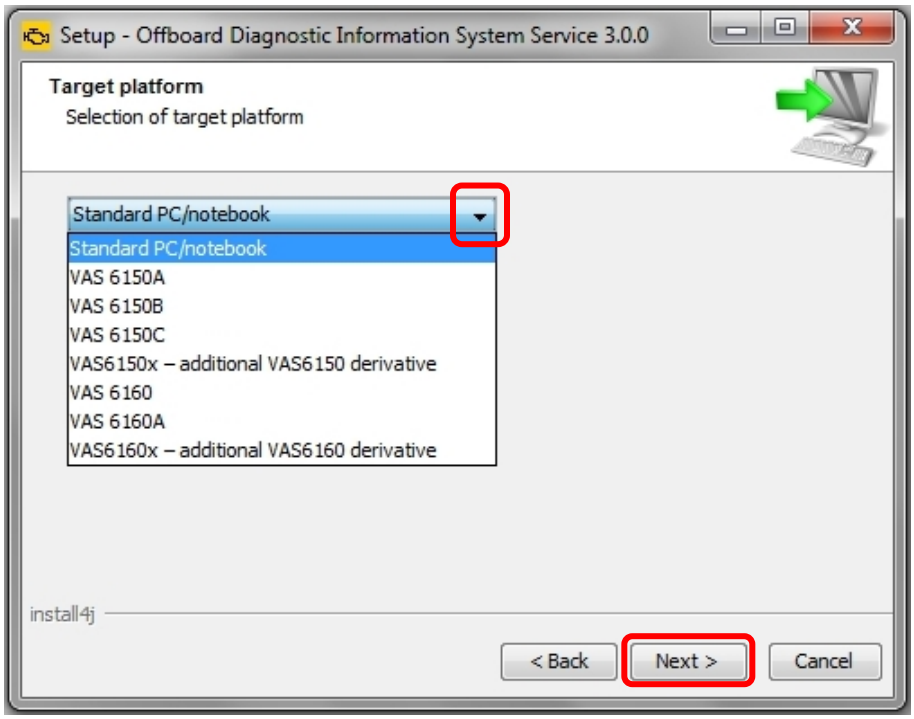
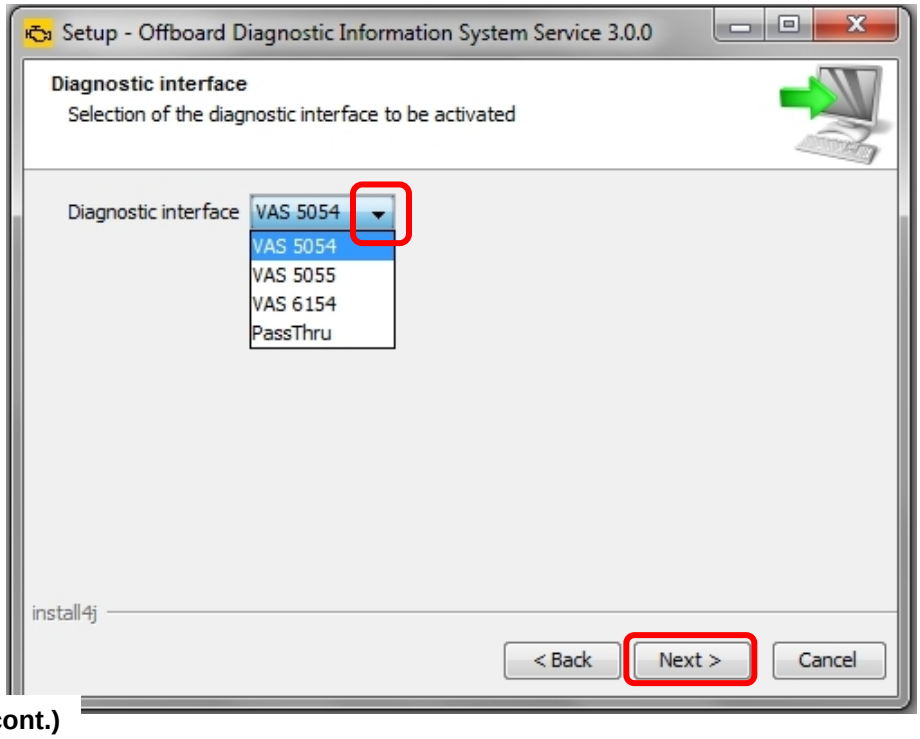
15. Click the **Target platform dropdown selection arrow,** select the **diagnostic device model number or type** that applies to the diagnostic device, and then select **Next:**



16. Click the **Diagnostic interface dropdown selection arrow,** select the applicable **diagnostic interface** that will be used with the diagnostic device, and then select **Next:**



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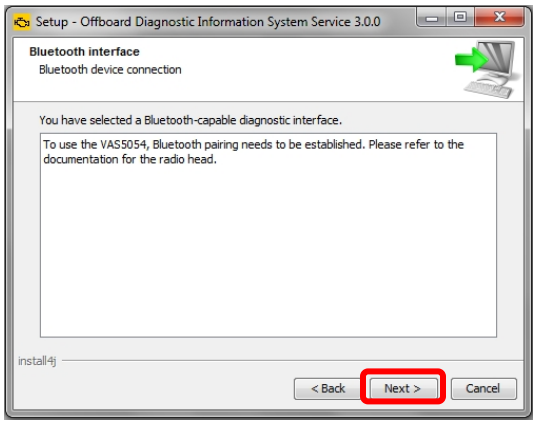
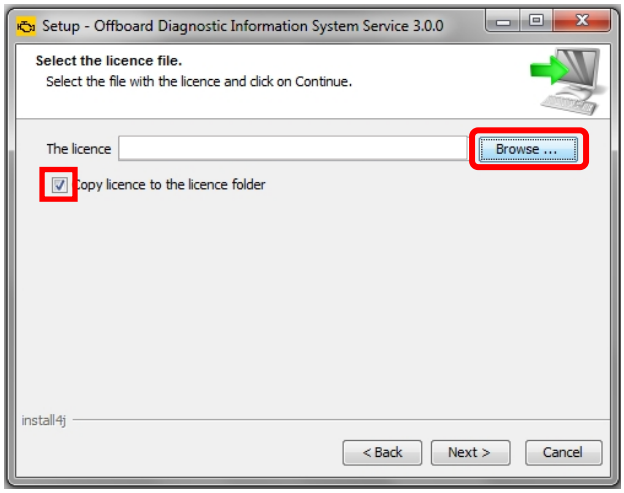
17. Click **Next:**

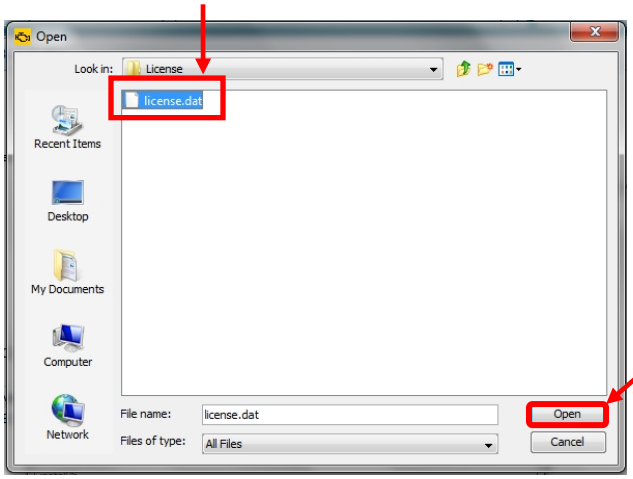


18. Ensure **Copy license to the license folder** is checked, and then click **Browse…:**



19. **Open** the **device folder** on the Windows desktop, and **Open** the **"License"** subfolder.

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



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

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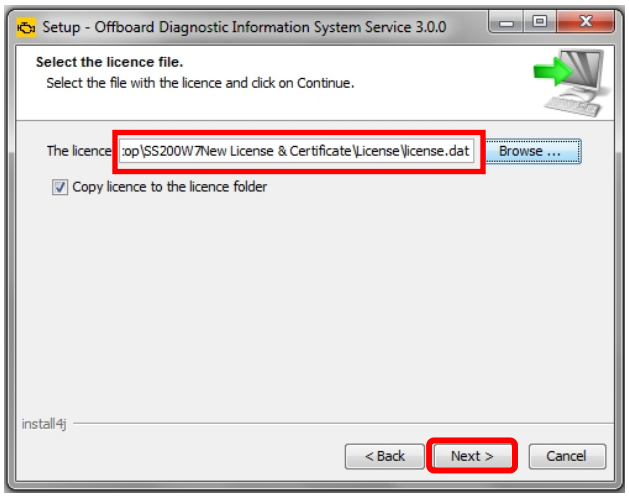
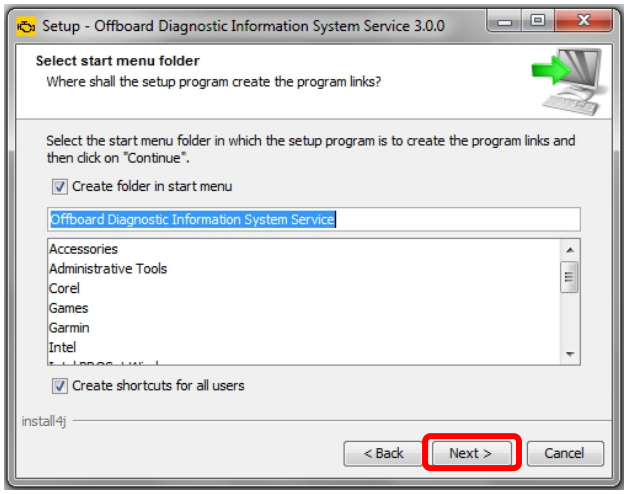
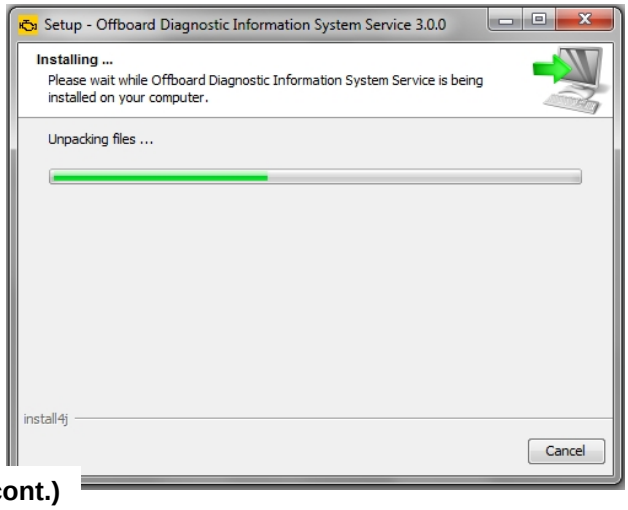
21. Ensure the **license file directory path** appears in the **installation window**. Select **Next:**



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



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



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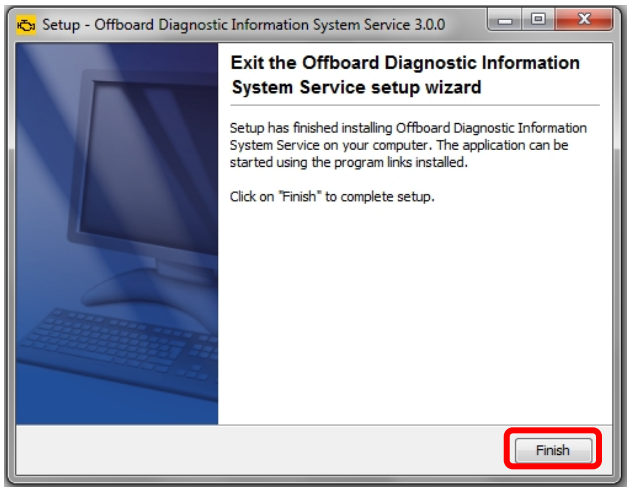
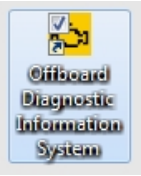
24. Click **Finish:**



25. **Confirm** that the following icons appear on the Windows desktop:

☐ **Offboard Diagnostic Information System:** 

☐ **ODIS Service Diagnostic Interface Configuration:**

Note:

If the <u>ODIS Service Diagnostic Configuration</u> icon does not appear after the completion of single-setup, repeat the uninstallation and clean utility steps in Sections 2.3 and 2.4. (This may need to be done more than once.)

If the icon does not appear after multiple attempts suggested above, please contact VWGoA Diagnostic Tester Software Support (DTSS).

☐ **Single-Setup steps completed. Proceed to Section 3.2 – Page 19**

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3.2 – Import Security Certificate to Application

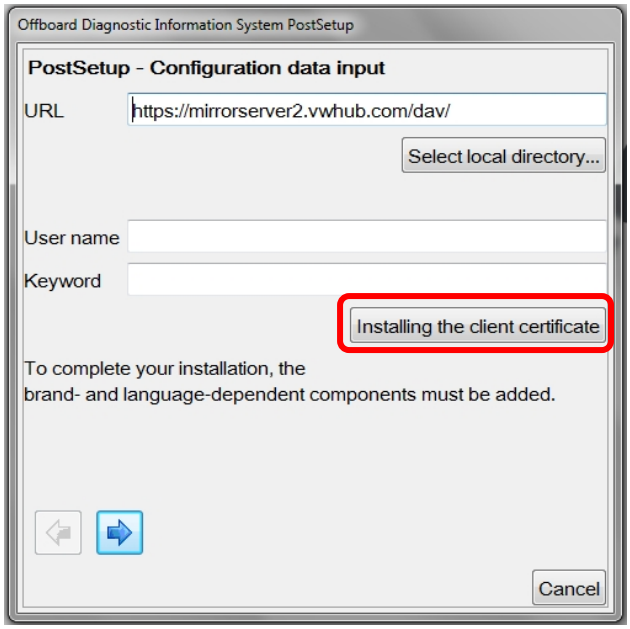
Brand-specific diagnostic data is also downloaded from the VWAG Group Services web-server. To enable this, the security certificate must be imported to the ODIS Service application.

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

1. Double-click the **Offboard Diagnostic Information System** icon:

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

3. Select **Installing the client certificate:**



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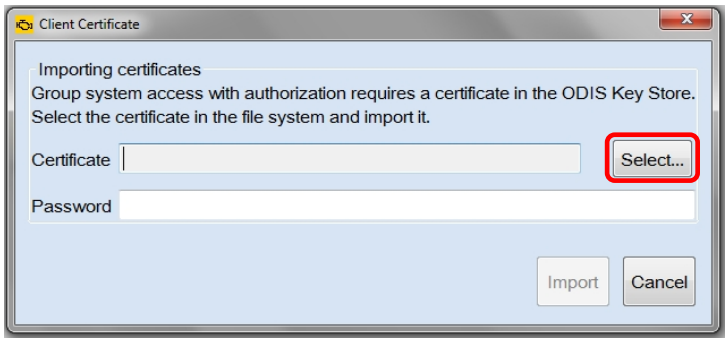
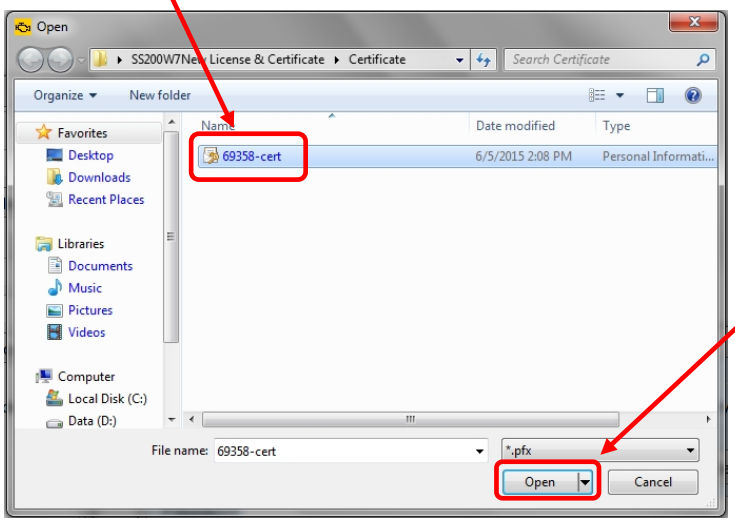
4. Click **Select:**



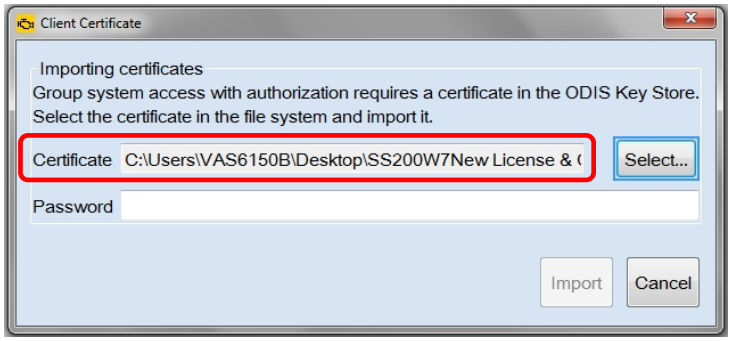
4. From the **device folder** on the Windows desktop, **Open** the **"Certificate"** subfolder:

5. **<u>Select / highlight</u>** the **certificate** (.pfx) file **(DO NOT double-click)**, and then click **Open:**



Note:
DO NOT double-click *the certificate file in its saved location!*

6. Ensure the **certificate file directory path** appears in the **Certificate** import window:



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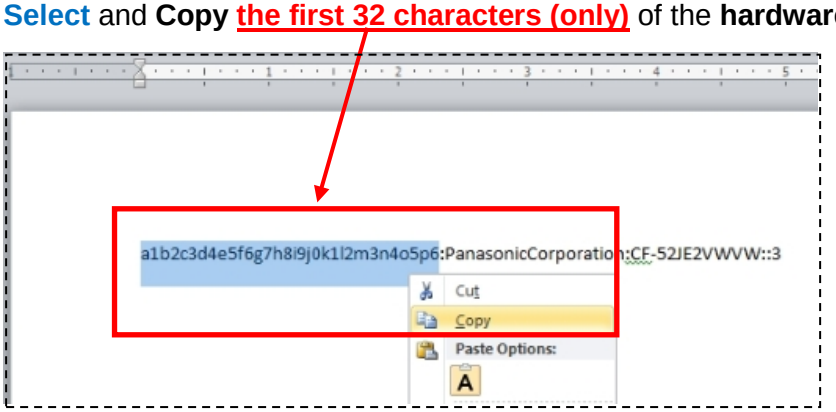
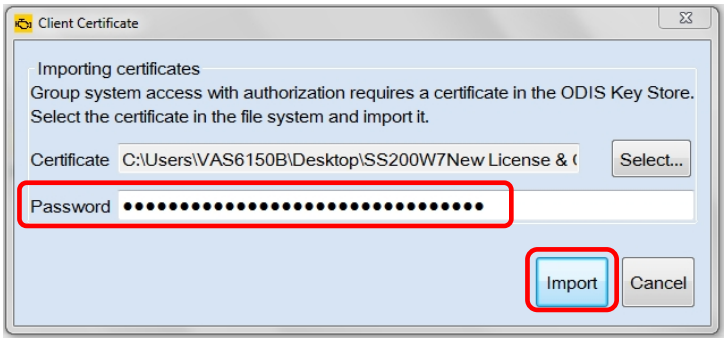
7. From the **device folder** on the Windows desktop, **Open** the **"Hardware Key"** text document:
8. **Select** and **Copy** **the first 32 characters (only)** of the **hardware key.** Example:

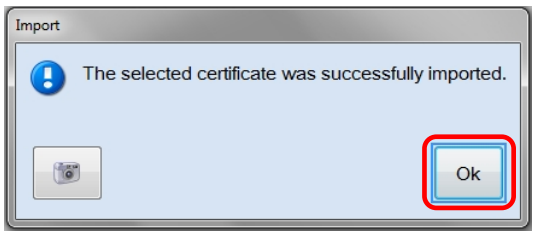


The characters are saved in Windows "clipboard" memory.

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



8. Click **OK:**



The **PostSetup – Configuration data input** dialog **reappears.**

☐ **Security Certificate Importation steps completed. Proceed to** **Section 3.3 – Page 22**

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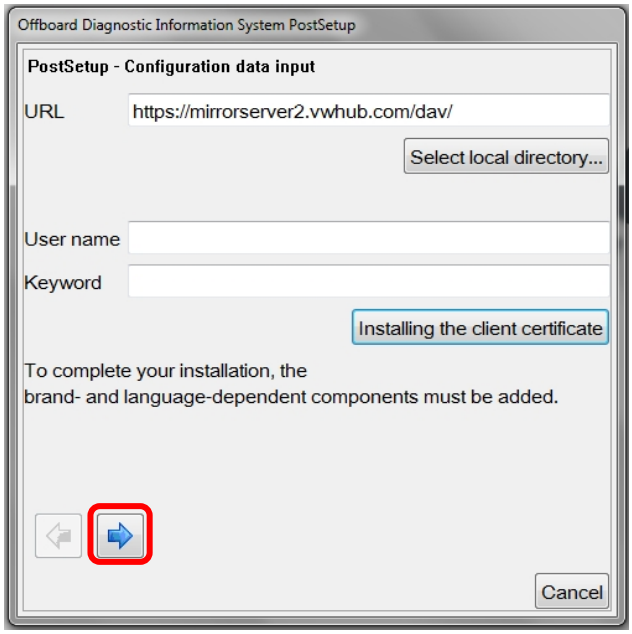
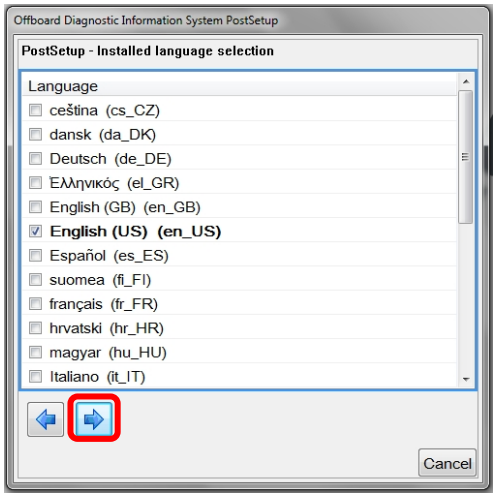
3.3 – Download & Install Diagnostic Database – "Post-Setup"

1. Click the **Forward Arrow** button:

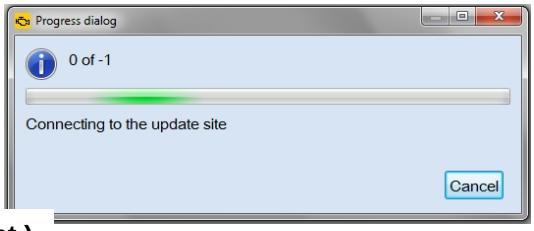


2. **If** additional user interface languages are desired, select them here. Heed the ***Note:*** below, and then click the **Forward Arrow** button:



> ***Note:***
> ***Selecting additional languages significantly increases the download and installation time!***

3. **Wait** while the connection is established:



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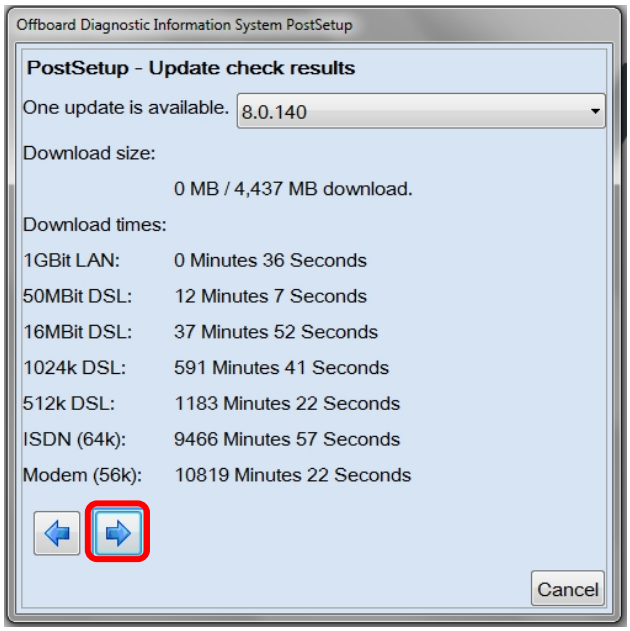
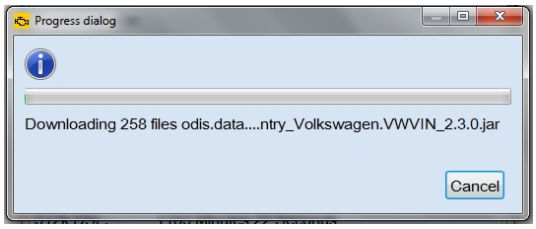
4. Click the **Forward Arrow** button:



Note:

*The diagnostic data version information illustrated here **is an example only!** Versions are updated regularly.*

5. **Wait** while the diagnostic data download and installation takes place:



Notes:

- *The **Progress dialog** window may appear to stall or lock at times during this process. This is normal. **Please be patient!***
- *Download times depend on single brand or dual brand data (dual = longer), the dealership network download speed and network traffic (slower Mbps + busy = longer).*

6. **Read and close** the **Release Notes** window.

7. **Read** the **Warnings/notes information, scroll down and click OK.**

The **ODIS Service main window** appears.

The VW brand design is displayed by default.

Postsetup – Diagnostic Data Installation steps completed. Proceed to **Section 3.4 – Page 24**

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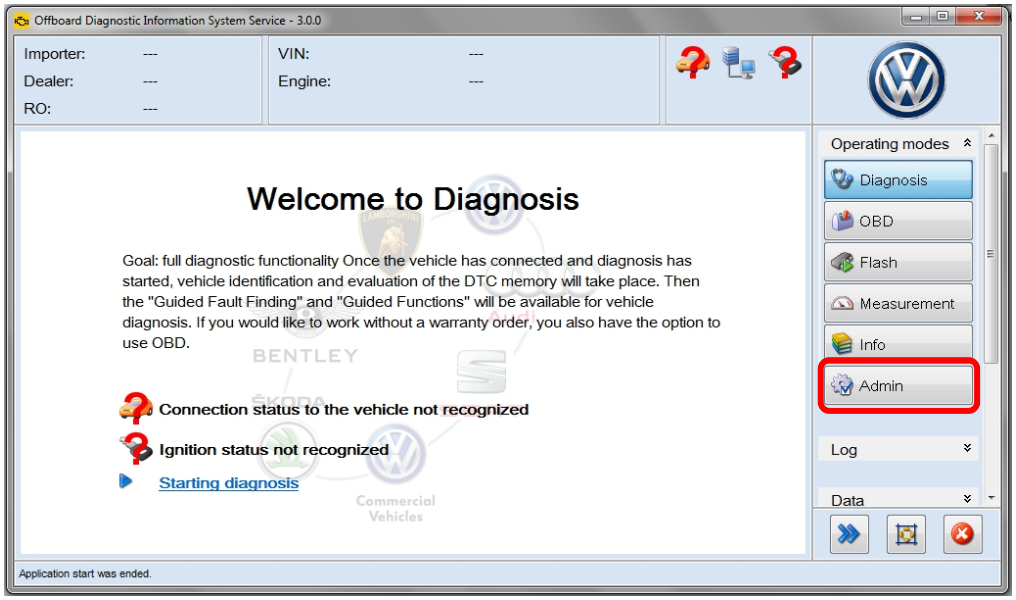
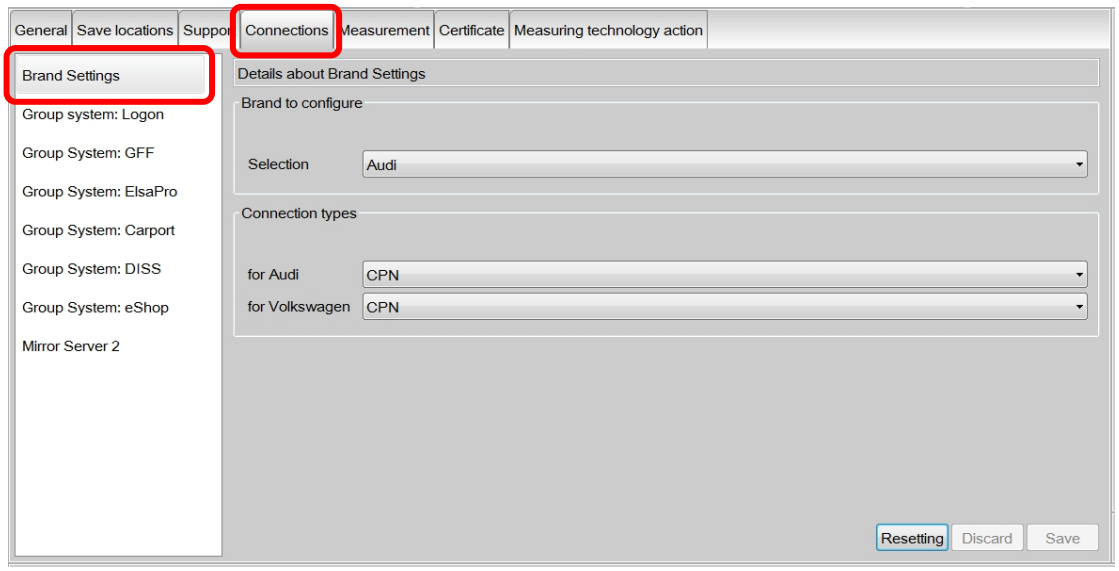
3.4 – Configure Connection Type

The **Connection Type** **must be configured** before returning the diagnostic device to service:

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



1. Select the **Connections** tab. The **Brand settings** subsection is displayed first by default:



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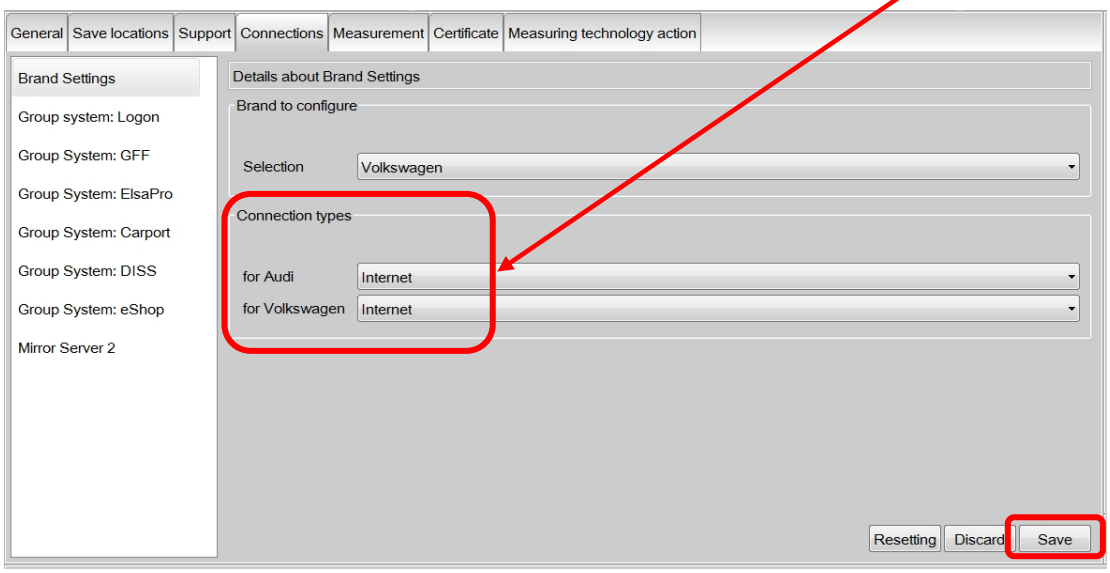
2. **Change** the **Connection type** in the dropdown menu(s) <u>from **CPN** to **Internet**</u> as illustrated. (Change must be applied to both brands where applicable.) Click **Save / Yes:**



IMPORTANT!

Failure to change the connection type <u>from CPN to Internet</u> will result in the inability to transmit diagnostic logs and download online updates!

☐ **Connection Type configuration steps completed. Proceed to Section 3.5 below**

3.5 – Additional Configurations

Perform the additional configurations specified below **before returning the device to service**.

3.5.1 – Configure ODIS Service Software

For detailed instructions refer to the applicable subsections in the **Installation Phase 2 – Software Installation & Configuration Instructions** document (also posted on ServiceNet).

- ☐ **Brand Design** > Phase 2 document - subsection 4.1.1
- ☐ **Language** > Phase 2 document - subsection 4.1.2
- ☐ **Update Schedule** > Phase 2 document - subsection 4.1.3
- ☐ **Dealer Data** > Phase 2 document - subsection 4.1.4
- ☐ **Contact Data** > Phase 2 document - subsection 4.2.1
- ☐ **Email Outgoing Server** > Phase 2 document - subsection 4.2.2

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3.5.2 – Configure Peripheral Hardware

- ☐ **Perform the VAS 5054A Diagnostic Interface EDIC Configuration:**

  Refer to **Service Information – Diagnostic Device Hardware & Windows** document title:

  VAS 5054A Diagnostic Interface – Bluetooth & EDIC Configuration: Section 4.0

- ☐ **If a VAS 6356 Test Instruments Box was previously configured to the diagnostic device, confirm its operation:**

  Refer to **Service Information – Diagnostic Device Hardware & Windows** document title:

  VAS 6356 Test Instruments Box – Software Configuration

☐ **All ODIS Service Application & Diagnostic Data Installation steps completed.**

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