



SERVICE

## ODIS Service FAQs

VOS-FAQ-16-01

1/14/2016

### Note:

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

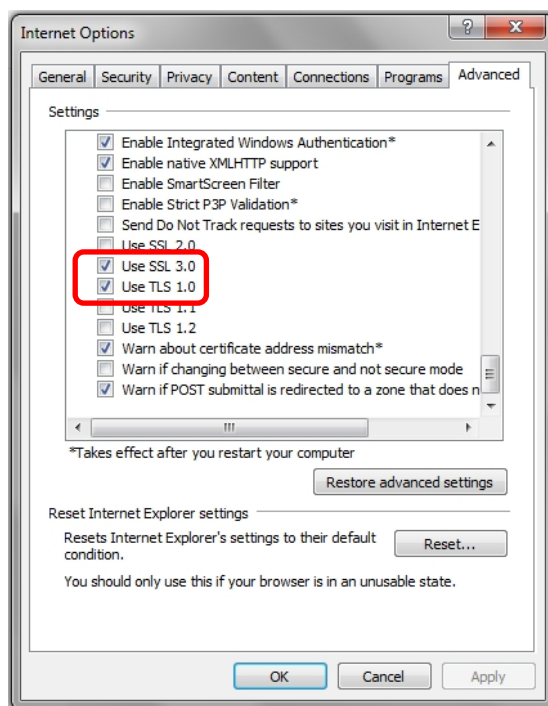
The following FAQs apply to all VAS diagnostic device platforms unless noted otherwise.

### New!

**Q.** When I attempt to connect to the mirrorserver to start installing V3.0.0, I receive a message that the connection is not possible, and to check the IE browser settings. How do I proceed?

**A.** From the **IE11 Command (tool) bar**, navigate through **Tools > Internet Options > Advanced**.

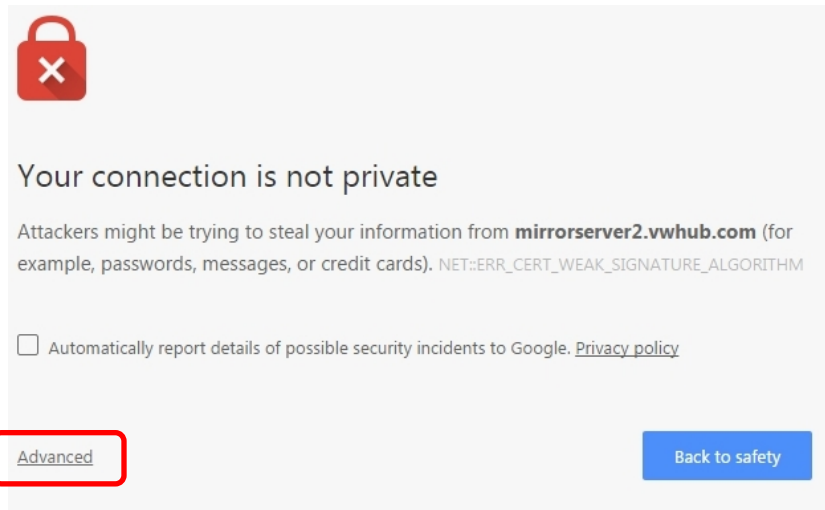
- ☐ Scroll down in the **Settings** window to reveal the **Security** settings.
- ☐ Ensure that the **SSL 3.0** and **TLS 1.0** settings are checked as illustrated below. If SSL / TLS settings other than 3.0 / 1.0 are present, uncheck them and only use 3.0 / 1.0.
- ☐ Select **Apply / OK** and retry the connection to the mirrorserver.



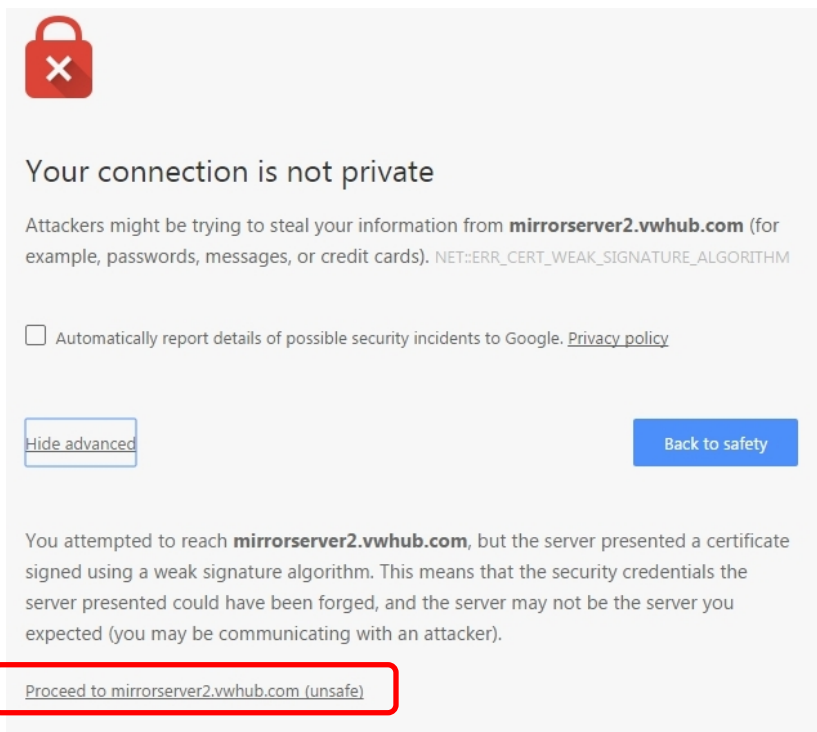
(cont.)

If the above measures do not enable IE to connect to the mirrorserver, try establishing the connection using the **Google Chrome** browser as follows:

- ☐ Enter the <https://mirrorserver2.vwhub.com/dav/> URL into the **Chrome** browser address bar.
- ☐ Select the ODIS Service root certificate when prompted.
- ☐ Select **Advanced:**



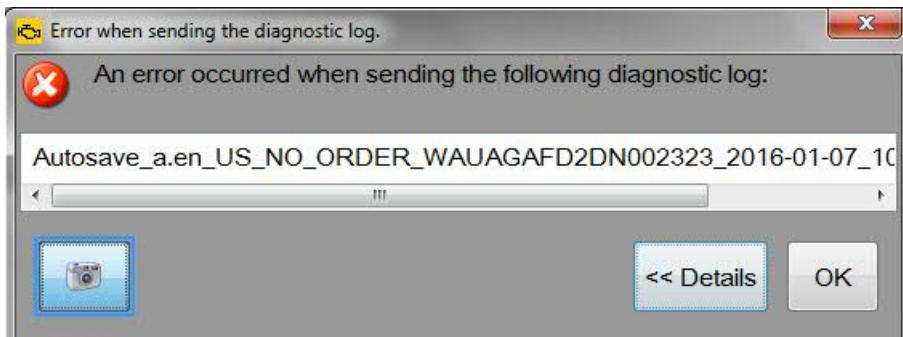
- ☐ Select [Proceed to mirrorserver2.vwhub.com\(unsafe\):](#)



**If none of the above measures are successful, contact DTSS: 888-896-1298**

### New!

**Q.** Why am I receiving this error when trying to send a diagnostic log?



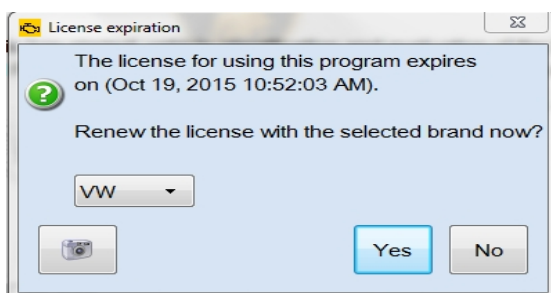
**A.** These logs were saved when the ODIS Service **Connection Type** is/was set to **CPN**. Diagnostic logs created with connection type CPN **cannot be transmitted** to GFF Paperless.

To resolve:

- ☐ Go to **Admin > Connections > Connection Type** and change the setting **from CPN to Internet**
- ☐ **Save** changes and **Close** ODIS Service.
- ☐ Navigate to:  
**(C:) > Program files(x86) > Offboard\_Diagnostic\_Information\_Sytem\_Service > Queue > Core Folder**  
...and delete all files in this folder.

### New!

**Q.** When I start ODIS Service a message stating that the license will expire soon appears (see below):  
When I select **Yes** in the prompt to renew the license, an error message appears. How do I renew a license that will expire soon?



**A.** The license renewal prompt is not configured for the US/CDN market at this time. **Do Not** select **Yes**. For detailed license renewal instructions, please refer to *Service Information – ODIS Service* document title: *License Renewal Instructions*

**Q.** Why was **Application V3.0.0** not released automatically as an online update?

**A.** The specified installation of application V3.0.0 introduces important improvements in the ODIS Service installation, update and reinstallation processes:

- Updated application versions are automatically available as “installation versions” from a VWAG Group Services web-server. This means that installation DVDs are no longer used. New installations on new devices and reinstallations on existing devices are now performed directly from the web-server.
- ODIS Service Security Certificate importation to Windows® enables ODIS Service (new) installations and reinstallations from the web-server.
- V3.0.0 contains major background programming improvements and bug-fixes.

As a result of the above, and the necessity to run a file cleanup utility during the pre-installation preparation process, an automatic online download and installation was not possible.

**Q.** Info on **Application V3.0.0** state that it is a **“Mandatory Installation from Web-Server”**. What does that mean?

**A.** Application versions up to and including V2.2.7 are no longer updateable due to the software and server changes outlined above. In order use up-to-date software for vehicles under new vehicle warranty, the “mandatory” installation of V3.0.0 **applies to all diagnostic laptop and tablet devices in workshop service**. Follow the step-by-step instructions in *Service Information – ODIS Service* document title: *Version 3.0.0–Mandatory Installation from Web-Server*.

**Please perform the installation process on one device at a time through to completion!**

**Q.** I’ve successfully installed V3.0.0 from the web-server on all devices in service. What do I do with my **ODIS Service V2.2.6 Installation DVDs**?

**A.** **Discard the DVDs.**

New installations and reinstallations now take place via the web-server as follows:

- To **reinstall ODIS Service on an existing device**, refer to *Service Information – ODIS Service* document title: *Version 3.0.0–Mandatory Installation from Web-Server*. Note that these instructions apply to all subsequently-released application versions.
- To **install ODIS Service on a brand new device**, refer to the following *Service Information – ODIS Service* document titles (in order):
  - ☐ *Installation Phase 1 – Preparation, License & Security Certificate Process Instructions*
  - ☐ *installation & Configuration Installation Phase 2–Software Instructions*

**Q.** Now that ODIS Service is installed and reinstalled from a web-server, I'm concerned about my dealership's network capabilities. How fast should my Internet connection be to ensure smooth online installations, reinstallations and updates?

**A.** We recommend **no less than 6 Mbps** for single franchise and **8Mbps** for dual franchise.

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

**A.** Please refer to *Service Information – Diagnostic Device Hardware & Windows* document title: *VAS 5054A Diagnostic Interface – Bluetooth® & EDIC Configuration*

**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.**

**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.

**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 application update. Uninstall and reinstall 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 Service 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.** 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 ID and PW.

**Q.** What password do I use to import my ODIS Service Security 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-v: X.XX.XX** *Example: 2.29.00*