

Page

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-16-05

Subject: Installation Phase 1 – Preparation, License & Security Date: Mar. 21, 2016 Certificate Process Instructions

Supersedes VOS-15-08 due to revised 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

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 <u>brand new diagnostic laptop and tablet devices</u>, i.e.: <u>devices</u> <u>where ODIS Service was NOT previously installed</u>.

Instructions for the initial installation of ODIS Service are broken down into two separately-titled instruction document "Phases": <u>Installation Phase 1</u> and <u>Installation Phase 2</u>. These Phase 1 instructions must be completed before proceeding with the Phase 2 instructions (also 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 functional USB ports.
- □ 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.

- 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 vwhub.com
- 3. From the main (top) menu, select the My Hub or Service tab.
- 4. From the left margin menu, 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 Volkswagen and Audi "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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To the start page				
				To the start page

(cont.)

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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:

Brand rights

Overview of brand rights

Order no.	Brand right	Price	Information Action
00001VW-USA-en	VW Brand VW Brand Diagnostics	\$ 0.00	
<u>00001AU-USA-en</u>	Audi Brand Audi Brand Diagnostics	\$0.00	
		To the products	To the shopping basket

(cont.)

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

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		People anter the computer name	lick the ha Order (ha To order a tester already been pre All hardw are key 1234567890abco Products Order no. 00001-USA-en 00001VW-USA-en	To the ardware key) product, the curre viously ordered so s must be valid an def1234567890abu Product Offboard Da en VW Brand	e start page To ey icon (ey icon (ent order must either that the database f d have the follow ing cdef:manufacturer:r	• the products • the products • for a • include diagno has a valid hard g format structu model: 12345678 System Service	Dete brar brar etic data w are ke 90abcdo	\$ 0.0 te shopping nd proc with valid zy. ef 1234567 Hardw are Rease ent Rease ent	o g basket duct a hardw ar 890abc de key / co er the ha er the co	e key or d m puter rdw are ka	ne orde strat diagnos name ey ame	ed: tic data	
00001AU-USA-en Audi Brand 3.1 Resse enter the bardware key	101AU-USA-en Audi Brand 3.1 Rease enter the bardware key	LL LOGGO ODTOT TOO COMPLITOT BORDO	lick the ha Order (ha To order a tester already been pre All hardw are key 1234567890abco Products Order no. 00001-USA-en 00001AU-USA-e	To the ardware key) product, the curred viously ordered so s must be valid an def1234567890abl Product Offboard Dia en VW Brand	e start page To ey icon (ey icon (ey icon (et icon (et icon icon icon icon icon icon icon icon	the products) for a) of the second se	Dete brar brar stic data w are ke 90abcdo	\$ 0.0 te shopping nd prod ay. ef1234567 Hardware Rease ent Rease ent Rease ent	o g basket duct a hardw ar 890abc de key / co er the ha er the co	s illus e key or o no'. mputer rdw are k mputer na	ne orde strat diagnos name ey ame	ed: tic dat	

(cont.)

9.

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order



10. Select Run:



Learn more

Run

View downloads

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

HardwareInfo V0.49.387 🛛 🛛 🔀	
Hardware ID : 5f750cb9ed915118b27f51a5cdbafe8a:PanasonicCorporation:CF-52JE2VWVW::f	
Clicking [OK] enters the Hardware ID into the temporary memory.	
OK Cancel	

The publisher of HardwareInfo_en_US.exe couldn't be verified. Are you sure you want to run the program?

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

Order (hard	ware key)	
To order a tester proc already been previous	duct, the current order must either include diagno isly ordered so that the database has a valid hard	iostic data with valid hardw are key or diagnostic data must have rdw are key.
I hardw are keys mu 234567890abc def12	ust be valid and have the follow ing format structu 234567890abcdef:manufacturer:model:12345678	ture 7890abcdef1234567890abcdef:0'.
Products		
Order no.	Product	Hardware key computer name Action
00001-USA-en	Offboard Diagnostic Information System Service	ce N
00001VW-USA-en	VW Brand	2.1 [feeb4f9a639803e40abb12b6dd16cd4:Pa 🗙 🖺 🖧
		Please enter the computer name
0001AU-USA-en	Audi Brand	3.1 Rease enter the hardw are key
		Please enter the computer name
		Back To the orde

(cont.)

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

Order (hard	ware key)					
To order a tester pro already been previou	duct, the current order must either include diagr sly ordered so that the database has a valid ha	nostic dat Irdw are k	a w ith valid hardw are ey.	key or d	liagnostic dat	a must have
All hardw are keys m '1234567890abc def1	ust be valid and have the follow ing format struc 234567890abcdef:manufacturer:mode:123456	ture 7890abco	lef1234567890abc def	f:0'.		
Products	\backslash					
Order no.	Product		Hardware key com	nputer	name	Action
00001-USA-en	Offboard Diagnostic Information System Servi	ice 1.1				
00001VW-USA-en	VW Brand	2.1	ffeeb4f9a639803e40 ffeeb4f9a639803e40	0ab 12b 0abb12b	6dd16cd4:Pa 6dd16cd4:Pa	nas 🛍 🍫 nas
00001AU-USA-en	Audi Brand	3.1	Please enter the hard Please enter the com	dw are ki nputer na	ey ame	6 ∿
				[Deels.	To the order

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

Products	1204007090abcuer.manuracturer.mk	AG. 12-CONSUGUED 12-4-00 090ate dello.
Order no.	Product	Hardware key / computer name Action
00001-USA-en	Offboard Diagnostic Information S	ystem Service 1.1
00001VW-USA-en	VW Brand	ffeeb4f9a639803e40abb12b6dd16cd4:Panas
00001AU-USA-en	Audi Brand	3.1 [ffeeb4f9a639803e40abb12b6dd16cd4:Panas] ffeeb4f9a639803e40abb12b6dd16cd4:Panas

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

					x
🔾 🗸 🗸 🕹 VAS 6150	0C_1 ►		- - 4 <i>y</i>	Search VAS 6150C_1	٩
Organize 🔻 Include in	n library 🔻 Share with 🔻		Burn New folder		0
☆ Favorites	Name	Ŧ	Date modified	Туре	
🧮 Desktop	鷆 Certificate		3/7/2014 3:39 PM	File folder	
🐌 Downloads	License		3/7/2014 3:39 PM	File folder	
Recent Places	🔛 Hardware Key		3/7/2014 3:40 PM	Rich Text Document	

- 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 <u>All Hardware key AND computer name entry fields</u> as illustrated, and then select To the order:

Order (hard	ware key)			
To order a tester pro already been previou	duct, the current order must either include diagnosti isly ordered so that the database has a valid hardw	ic da are l	ta w ith valid hardw are key or diagnostic d key.	ata must have
All hardw are keys m '1234567890abc def1	ust be valid and have the follow ing format structure 234567890abcdef:manufacturer:model:123456789	e Oabc	def1234567890abcdef:0'.	
Products				
Order no.	Product		Hardware key / computer name	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	•	
00001VW-USA-en	VW Brand	2.1	ffeeb4f9a639803e40abb12b6dd16cd4:R ffeeb4f9a639803e40abb12b6dd16cd4:R	Panas 🛍 条 Panas
00001AU-USA-en	Audi Brand	3.1	ffeeb4f9a639803e40abb12b6dd16cd4.R	Panas 📫 🕹

ATTENTION!

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

(cont.)

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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**:

Order (deliv	very data)						
Products that a	are being ordered						
Order no.	Product		Number	Unit price		Info	
00001-USA-en	Offboard Diagnostic In	formation System Service	1	\$ 0,00			
00001AU-USA-en	Audi Brand		1	\$ 0,00		۹)	
00001VW-USA-en	VW Brand		1	\$ 0,00		۹)	
Total price:				\$ 0.00			
Flat rate shipping	and handling:	_		\$ 0.00			
Order inform I accept the gene Delivery type:	nation eral terms of business:	DVD delivery (0.0 \$)	DVD available (0.	0\$)			•
Delivery add	Iress						=
E-Mail:		xxxxxxxx@xxxxxxxxxx				*	
Required field	l, please fill out						-
					Back	Check	order

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

Order no.	Product		Number	Unit price	Info
00001-USA-en	Offboard Diagnostic In	formation System Service	1	\$ 0,00	
00001AU-USA-en	Audi Brand		1	\$ 0,00	Ф.
00001VW-USA-en	VW Brand		1	\$ 0,00	I)
. etai prioor				\$ 0.00	
Flat rate shipping	and handling:			\$ 0.00 \$ 0.00	
Flat rate shipping	and handling: mation eral terms of business:	<u>م</u>		\$ 0.00 \$ 0.00	
Flat rate shipping	and handling: mation eral terms of business:		DVD available (0.	\$ 0.00 \$ 0.00	
Flat rate shipping	and handling: mation eral terms of business: tress	☑ ○ DVD delivery (0.0 \$) ⊚	DVD available (0.	\$ 0.00 \$ 0.00	

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

Order complete	đ	
Your order has been p You will soon receive i	recessed successfully. In E-mail with the order details.	
You can download and	print your order.	
Order form (H)		

- 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:

¤.!D0	From	Subject	Received	Size
⊿ Date: 1	Гоday			
	VWAG R: WOB, ODIS-Feedback	Offboard Diagnostic Information System	Mon 3/10/2014 11:18 AM	10 KB
	VWAG R: WOB, ODIS-Feedback	The approval of the order is in progress.	Mon 3/10/2014 11:12 AM	11 KB

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! <u>WAIT</u> 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:

					×
• VAS 6150	C_1 ►	_	- - 4 9	Search VAS 6150C_1	Q
Organize 🔻 Include ir	n library 🔻 🦷 Share with 👻		Burn New folder		0
☆ Favorites	Name	Ŧ	Date modified	Туре	
📃 Desktop	🎳 Certificate		3/7/2014 3:39 PM	File folder	
🗼 Downloads	License		3/7/2014 3:39 PM	File folder	
🗐 Recent Places	🖹 Hardware Key		3/7/2014 3:40 PM	Rich Text Document	

- 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:

VOLKSWAGEN AKTIENGESELLSCHAFT		
Navigation	Welcome to the Offboard Diagnostic Information System eS	hop
Home page Order Basket Manage user data Recommended hardware	Click the <i>Products</i> icon for an Overview of the available Products .	i
Hardware into utility Instructions for the ordering process GTB Legal notice	Click the Basket icon to view the current Basket and the Order.	,
Manane orders License Hardware key overview	You can reach these same areas using the left Navigation bar.	
English (United States)		
To the dealer portal Version: 2.000.0-721		

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

License			
License			<u></u>
Org ID	Creation date	Expiration date	File
US-CDNXXXXX	10-03-2014	09-03-2016	
			Back to home page

(cont.)

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13. Click the dropdown selection arrow:

Do you want to open or save license.dat (1.48 KB) from portal-qs.cpn.vwg?	Open Save	Cancel ×
---	-----------	----------

14. Select Save As:



- 15. Navigate to the device folder on the Windows desktop.
- 16. Open the License subfolder:

🥔 Save As		×
	✓ 4 Search	VAS 6150C_1
Organize 🔻 New folder		:== - 🕡
Favorites	Date modified	Type Size
Certificate Certificate Certificate Certificate Certificate Certificate Certificate	3/10/2014 11:25 AM 3/10/2014 11:25 AM	File folder File folder
Ibraries ⊇ Documents J Music ⊇ Pictures ☑ Videos		
n Computer 👻 🗧	III.	4
File name: license		•
Save as type: DAT File		•
) Hide Folders	Sav	re Cancel

17. Click Save:

▼ → VAS 6150C_1 → License	- 4 Search License
Organize 🔻 New folder	8≡ ▼
🔶 Favorites	▲ Date modified ▼ Type S
💻 Desktop	No items match your search.
📕 Downloads	
E Recent Places	
Libraries	
Documents	
Videos	
🖳 Computer 👻 <	III
File name: license	
Save as type: DAT File	

(cont.)

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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:**

	and the second s	
AKTIENGESELLSCHAFT		
Navigation		
	Welcome to the Offboard Diagnostic Information System eSho	op
Home page		
Order Basket		
Manage user data	Click the Products icon for an Overview of the available Products.	
Recommended hardware		
Hardware Info utility		Ð
GTB	Click the Basket icon to view the current Basket and the Order.	
Legal notice		a de la della d
	You can reach these same areas using the left Navigation bar.	
Manage orders		
License Hardware key overview		
English (United States)		
Linglish (United States)		
To the dealer portal		
Version: 2.000.0-721		

- 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 <u>Section 4.0 – Page 18</u>

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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 vwhub.
- 5. From the main (top) menu, select the My Hub or Service tab.
- 6. From the left margin menu, select the link to ODIS Certificate Request Mgmt. System (eCRMS).
- 7. Complete the eCRMS logon.
- 8. Select Create Certificate:

iew Certificate	Create Certificate	Advanced Search	Go To eShop	User Manual
Search				
Dealer Nomber:	51	atas:		
	-	Select-	9	Bearch

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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:

e e i	 		 									1-		-			-														-														 	
ī		1		X				1				1									2				1				3	3 -				1				4				1			5	
-	 							1				1	_					_				-			1				1									1							1	
Г												г																																		
1												L																																		
												L																																		
												L																																		
1																																														
1												L																																		
												<u> </u>																					-			1										
1.				L.	11	2	~2	d	1.0	5	FG.	77	h	io	hin		112	20	n 2	20	10	5	né	-p	0.01			un i	ic	C.		n		ati	~		CE	5	21	E	21.7	14/	•	AA		
1				1		12		, u	+0		0	5'	i i c	12	J,	·		211				~	p		a	a	50	// 1	i C	cu		P٦	/1 4	au	0	3	~	~		-	2.0	~~	v	vv.		
<u>.</u>																						Г	v	Т	-										٦	L										
<u>.</u>																							ð		C	ηĨ										L										
1																							Pro-		c.											L										
1				L																		Ľ			24	PP.	/																			
																							9		Pa	ist	e (Op	ti	on	s:															
																						Ľ	-		-0		-			_																
																						L																								
i																						L.			-	•	_					_														

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 32character 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:

Indicates required fields. Indicates required fields. Indicates required to print the confirmation page, obtain a Service Manager's signature and scan or fax to VWGoA Security at information.security@ww.com or 249:754-6302. Deder/Ster Namer Indicates required fields. Indicates required fields. Indicates required fields. Deder/Ster Namer Indicates required fields. Sterier Sterier Indicates required fields. Indicates required fields. Indicate	View Certificate	Create Certificate	Advanced Search	Go To eShop	User Manual			Close eCRM5
Indextes Indextes Important: Volumbar Indextes Ind	Instructions							
In Dickass Technic In the confirmation page, obtain a Service Manager's signature and scan or fax to VWQoA Security at information.security@ww.com or 248-754-6302. Deader State Information ** State Name Deader State Name Context Information * Context Information * States Type *	* Indicator roa	uirod fiolde						
Devlet/Ste Information * Centext Information	Important: You	will be required to pr	int the confirmation p	oaqe, obtain a ⊆	Service Manager	's signature and scan or fax to VWGoA	A Security at information.security@vw.com or 248-754-630)2,
Ubder/Site Information ** Dear Handber: Dear Handber: <t< td=""><td>n de la compañía</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	n de la compañía							
* forder Namber Dod Decler Namber 40XXXXX DODOC Decler /Site Address Street : Decler /Site Address Street : Contact Information * Contact Information *	-Dealer/Site Inform	lation						
40XXXX	* Dealer Nomber:		Daal Dealer Nam	be r.				
Beder/Site Address Desler/Site Address Stree: 000000000000000000000000000000000000	40XXXXX		40XXXXX					
Lohn Smith Autohaus Docessorocc Dealer/Site Address Stree : Doccoccccccccccccccccccccccccccccccccc	Dealer/Site Name		Dealer Phone No	mbe r.				
Desler/Site Address Street : 000000000000000000000000000000000000	John Smith A	utohaus	xxx-xxx-xxx	X				
Stree :	Dealer/Site Ad	duran.						
Street : CONSCRECCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	Dealer/Site Au	uress						
Ofys State / Provinces Zip Codes Country Doctor Count Doctor Count Doctor Count Doctor Count * Contact Information * Contact Phone Number * Contact Email: * Confirm Email: John Smith XXX-XXX Dontsmith @johnsmith.com Dontsmith@johnsmith.com Device Information * Herdware Bit: * Berice Name YXXXXXX * Device Type * Herdware Bit: * Device Name VASXXXXX Image: Count Image: Count Image: Count Submit Re Count Image: Count Image: Count For assistance, please contact IT service Desk at 248-754-4357 (4HELP). Email: Image: Count Image: Count	Street :					7		
City: State/Province Zip Cade Country Contact Information * Contact Enformation * Contact Enformation * Contact Enformation * Contact Information * Contact Enformation * Contact Enformation * Provice Type: * Hendruse Eli: * Device Name * VASXXXX * Device Name * Device Name * Submit * Contact IT service Desk: at 248-754-4357 (4HELP).	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	000000000						
Contact Information * Contact Information * Contact Information * Contact Information * Mendors are UD: * Device Name * Mendors are UD: * Device Name * Device Name <td>City:</td> <td></td> <td>State/Provin</td> <td>C C C</td> <td></td> <td>Zip Code:</td> <td>Countrys</td> <td></td>	City:		State/Provin	C C C		Zip Code:	Countrys	
Contact Information *	XXXXXXXXXX		00000000			xxxxxxxx	xxx	
Contact Information Contact Information Contact Phone Number: Contact Email: Co								
* Contact Name * Contact Name * Contact Phane Number * Contact Email: Uohn Smith Uohn Smith * Contact Email: iphnsmith@johnsmith.com iphnsmith@johnsmith.com * Contact Email: iphnsmith@johnsmith.com iphnsmith@johnsmith.com * Contact Email: iphnsmith@johnsmith.com iphnsmith@johnsmith.com iphnsmith@johnsmith.com iphnsmith@johnsmith.com * Contact Email: iphnsmith@johnsmith.com iphnsmith@	Contact Inform	nation						
John Smith xxx-xxx johnsmith@johnsmith.com johnsmith@johnsmith.com	* Contact Nam	e	* Contact Ph	one Namber:		* Contact Emails	* Confirm Email:	
Device Types VASXXXX VASXXXX Rese e Submit For assistance, please contact IT service Desk at 248-754-4357 (4HELP).	John Smith	ו	xxx-xxx-x	ххх		johnsmith@johnsmith.com	johnsmith@johnsmith.com	
Perice Types * Device Types VASXXXX Submit Err assistance, please contact IT service Desk at 248-754-4357 (4HELP).								
*Device Types VASXXXX Submit For assistance, please contact IT service Desk at 248-754-4357 (4HELP).	Douico Informatio	-						
*Joerice Type VASXXXX Submit For assistance, please contact IT service Desk at 248-754-4357 (4HELP).	Device Information				_			
Submit Res e f	*Device Type		* Hardw are ID:		*	Device Name		
Submit Res e f	VASXXXX			****		XXXXXXX	9	
Submit Res e f								
For assistance, please contact IT service Desk at 248-754-4357 (4HELP).	Culomit	Bart	<u>د</u>)					
For assistance, please contact IT service Desk at 248-754-4357 (4HELP).	Submit	Res						
	For assistance,	please contact IT ser	vice Desk at 248-754	-4357 (4HELP).	\smile			

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.

(cont.)

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



13. Select Print:

Contact Name	Juergen Gemnich	
Contact Phone Number	+1-248-754-4723	
Contact Email	Juergen.Gemnich@vw.com	
Device Information		
Device Type	5051B	
Hardware ID	95fbcee5f3793b888c29ecb47e80d3f0	
Device Name	S5085	
Service Manager's Name(PRIN	0	
Service Manager's Name(PRIN Service Manager's Signature (r) nd Date	
Service Manager's Name(PRIN Service Manager's Signature a	r) nd Date	

- 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 vwhub > My Hub or Service tab > 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:

eCRMS					
View Certificate Create Certific	ate Advanced Search	Go To eShop User Manual			Close eCRM5
Search Dealer Number: (408995)	Status: Active •	Search			
Certificate Management Dealer Number	All Active Approved Expired	Dealer Name			
Request Number De	evic Pending Review Stalled	Hardware ID	Status	Expiration Date	Device Type

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:

	-			·	,,		
Download Instructions				Active	04/03/2015	5051B	
Please ansura this o	ortificato in downloadod to r	tovice apositied in the cartificate		Active	04/03/2015	6150	
Flease ensure uns o	e ensure uns ceruncaters downloaded to device specified in the ceruncate.			Active	04/03/2015	5051B	
	(ок)			Active	04/03/2015	6150	=
				Active	04/04/2015	6150B	
1201 <u>T</u>	ester 4	7a9e7002fe5b5cfcc737c4e8d368b916		Active	05/14/2012	6150	-
		14 OF Page 1	of 1 💿	⊳। 50 ▼		View 1 - 19	of 19
	Print	Download Certificate		Create Certificate	Revoke Cert	ificate	

(cont.)

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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:

					x
♥ VAS 6150)C_1 ►		▼ 49	Search VAS 6150C_1	Q
Organize 🔻 Include i	n library 🔹 Share with 💌	Burn	New folde	er 🔠 🔻	0
☆ Favorites	Name	▼ Date	modified	Туре	
🧮 Desktop	Certificate	3/7/	2014 3:39 PM	File folder	
🗼 Downloads	Icense License	3/7/	2014 3:39 PM	File folder	
Recent Places	🚔 Hardware Key	3/7/	2014 3:40 PM	Rich Text Document	

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</u> <u>& Certificate subfolder</u> on the Windows desktop:

						×
🔾 🗸 🗸 🗸 🗸 🗸)C_1 ▶ Certificate		▼ 4 ₇	Search Certificate		٩
Organize 🔻 🛅 Insta	II PFX 🔻 Burn	New folder			= -	0
🔆 Favorites	Name	^		Date modified	Туре	
Nesktop	🏂 69358-cert.pfx			6/5/2015 2:08 PM	Personal Info	ormati
퉳 Downloads 🗐 Recent Places						

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:**

🔾 🗢 🖉 🖉 🖉 🖉	0C_1 ► Certificate	- - 4 9	Search Certificate	٩
Organize 🔻 🐻 Insta	II PFX 🔻 Burn I	New folder		i≡ - □ 0
🔶 Favorites	Name	^	Date modified	Туре
🧮 Desktop	🌀 69358-cert.pfx		6/5/2015 2:08 PM	Personal Informati
🗼 Downloads 🗐 Recent Places				

2. Select Next:



3. Select Next:



(cont.)

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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:

······································	* <u>2</u> * * *	3 .		• • 4 •		5
/						
a1b2c3d4e5f6g7h8i9j0k1l2m	n3n4o5p6: よ	PanasonicCo Cu <u>t</u>	rporatio	1:CE-52J	E2VWVW::	3
	a	Copy Paste Options	:			

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:



(cont.)

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8. Select Finish:

Completing th Wizard The certificate will be in You have specified the	ne Certificate Import
Certificate Store Sele Content File Name	ected Automatically determined by t PFX C:\Users\VAS6150C\Desktop\
٠ [
< Ba	ack Finish Cancel

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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