



Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-16-11

Subject: Uninstallation and Reinstallation Instructions

Date: Jun. 15, 2016

Supersedes VOS-16-02 due to revised title and contents.

Table of Contents

Section	Page
1.0 Introduction	2
1.1 General Information	2
2.0 Preparation	2
2.1 Prerequisites	2
2.2 Uninstall ODIS Service	3
3.0 Reinstallation & Configuration	4
3.1 Download & Install Application Data – “Single-Setup”	4
3.2 Download & Install Diagnostic Data – “Post-Setup”	11
3.3 Configure Connection Type	13
3.4 Additional Configurations	14

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. **Follow all instruction steps in the Section order given, as well as those specified in additional document cross-references.**
- **Discard all printed copies of this document after use.** Revised versions may be issued at any time. Always check ServiceNet for the latest version.

Service Information

1.0 – Introduction

1.1 – General Information

This document describes the **uninstallation of a malfunctioning version of ODIS Service**, and subsequent **reinstallation**.

Checkboxes are provided throughout this document to note completed sections.

Notes:

- ***These instructions apply only as needed to resolve malfunctioning software.***
- *From December 17th, 2015, ODIS Service application and diagnostic contents are installed from a Volkswagen AG Group Services web-server. ODIS Service “Installation Version” DVDs are no longer used.*

2.0 – Preparation

2.1 – Prerequisites

- ☐ Windows® 7
- ☐ Windows hotfix **KB2921916** installed (Ref. **ODIS Service - Service Information** document title: **Application Version 3.1.0 – Installation Prerequisites**).
- ☐ **Internet Explorer 11**
- ☐ A backup copy of the ODIS Service **License file** must be available for **reinstallation**
- ☐ Type of **diagnostic interface** in use is known, e.g.: **VAS 5054A** or **VAS 6154**
- ☐ Network connection: Minimum **6 Mbps** (single brand) or **8 Mbps** (dual brand)
- ☐ Antivirus software and network firewall temporarily disabled (where applicable)
- ☐ Diagnostic device connected to A/C power adapter and booted to Windows desktop
- ☐ Diagnostic tablets: USB mouse and keyboard connected (for easier inputs)
- ☐ A Windows update is **not** in the process of running

ATTENTION!

Application software reinstallation is not possible without the device-specific license file!

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!**

Service Information

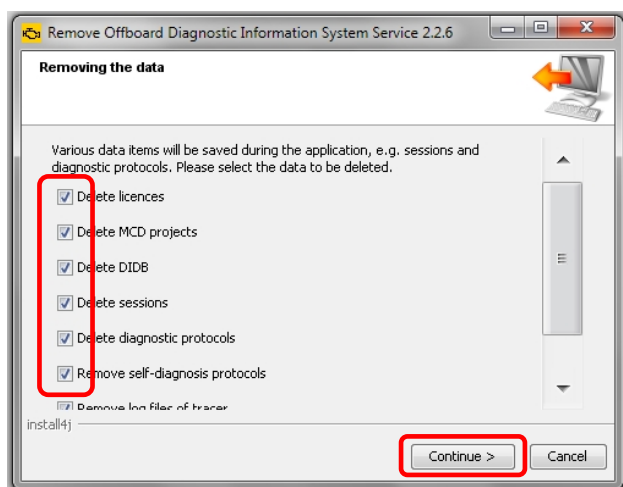
2.2 – Uninstall ODIS Service

Uninstallation Tip for Pros:

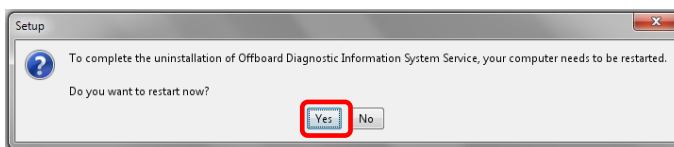
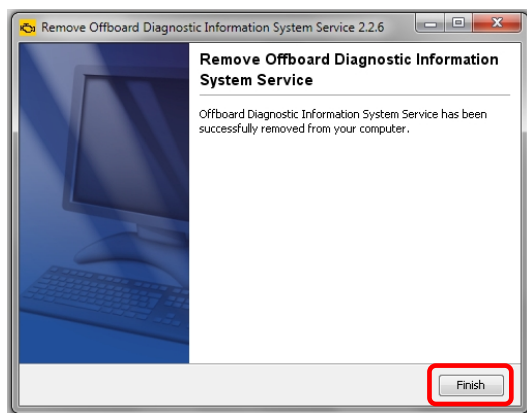
*If you are not aware of, or have not recorded the **Email Outgoing Server** configuration settings in ODIS Service, please **note them now to re-apply during post-setup configuration!***

*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. **Wait** while several stages of uninstallation take place. Click **Finish /Yes**:



The diagnostic device will automatically shut down and restart.

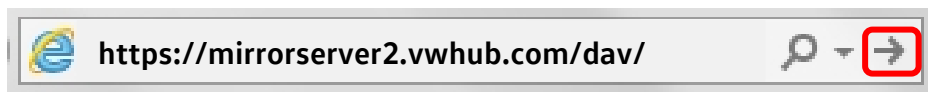
All Preparation steps completed. Proceed to [Section 3.0 – Page 4](#)

Service Information

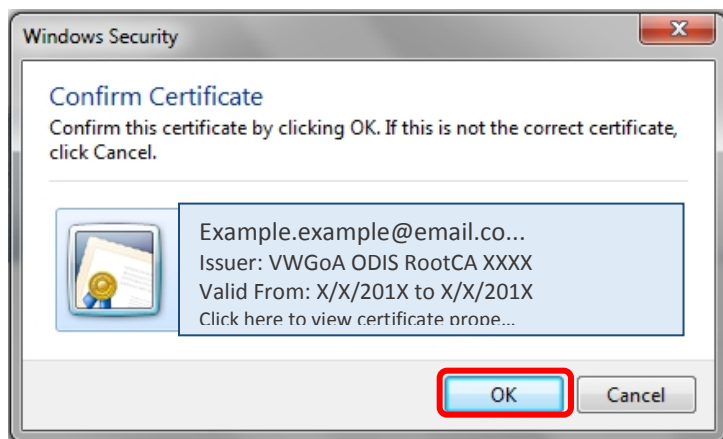
3.0 – Reinstall ODIS Service

3.1 – Download & Install 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**:

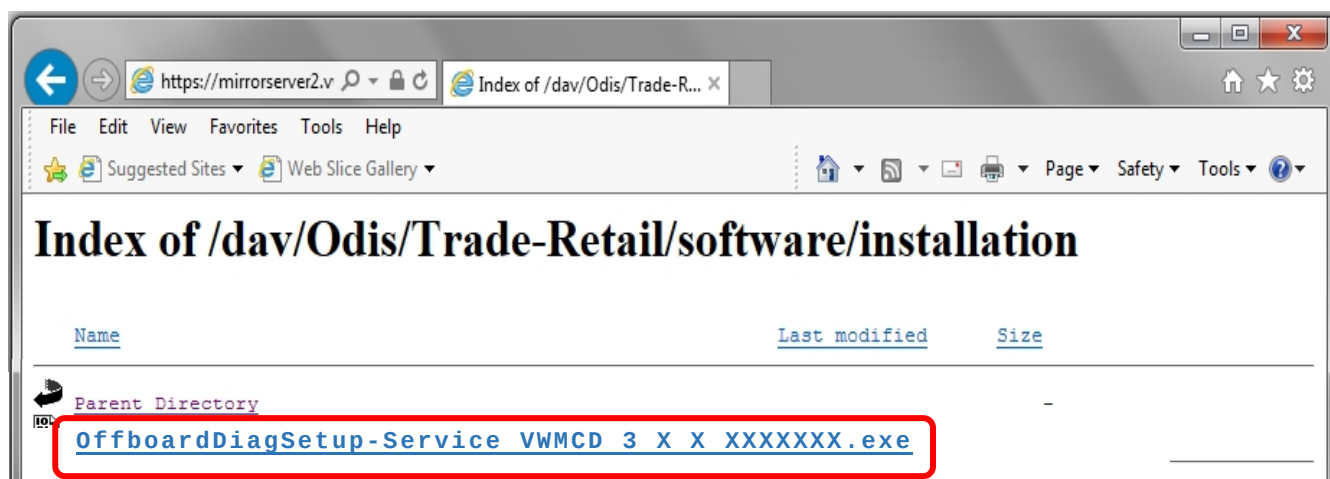


Note:

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:
Odin > Trade-Retail > software > installation
5. From the **installation** Index, double-click the [OffboardDiagSetup-Service VWCD 3 X X XXXXXXXX.exe](#) file:



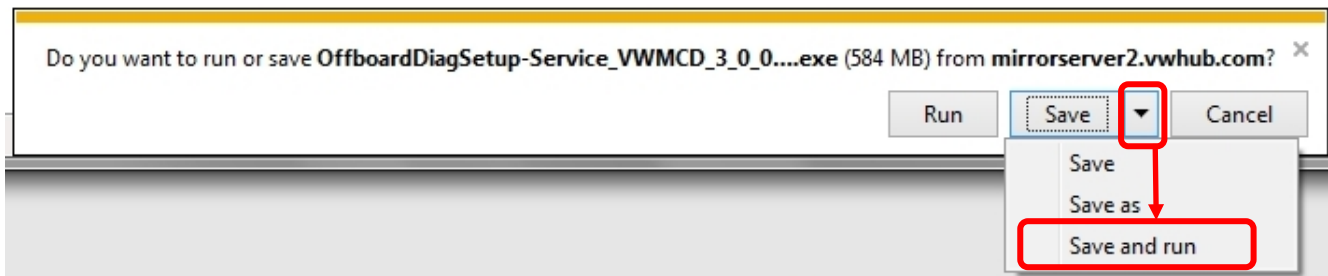
(cont.)

Service Information

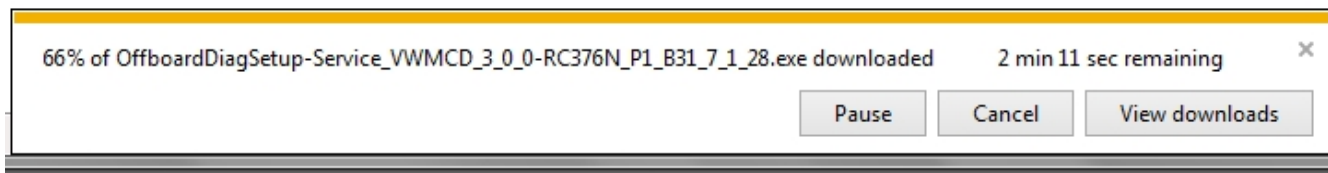
Note:

The ODIS Service application versions illustrated here **are examples only!** The VWAG web-server always contains the latest application version for download and installation.

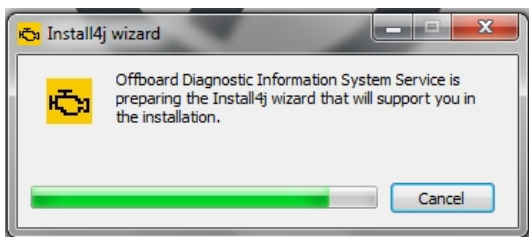
6. Click the **Save - dropdown selection arrow**, and then select **Save and Run**:



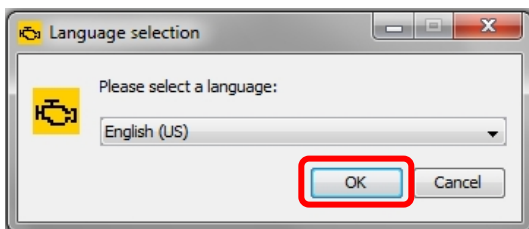
7. No action needed:



8. When the download is complete, **Close** the browser session.
9. No action needed:



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



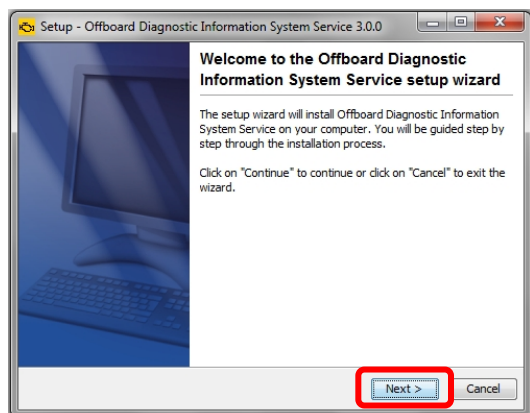
(cont.)



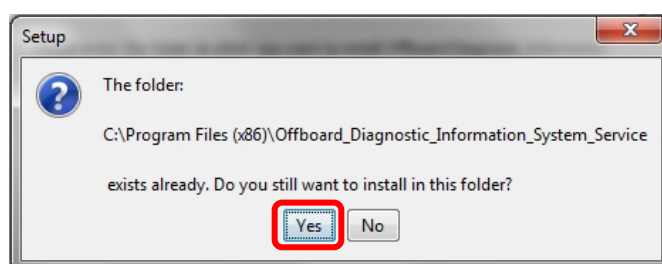
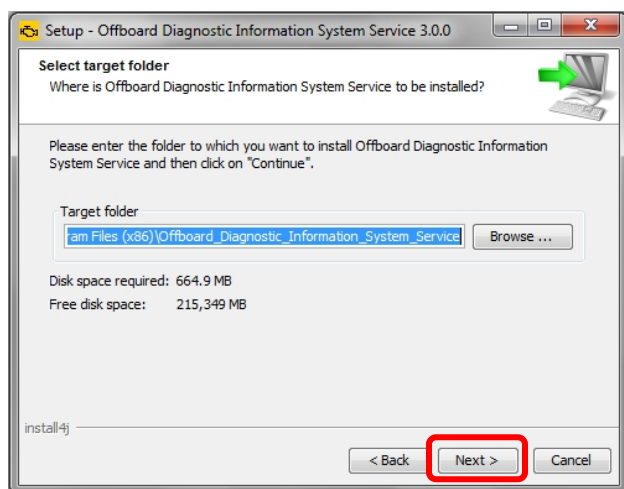
Volkswagen

Service Information

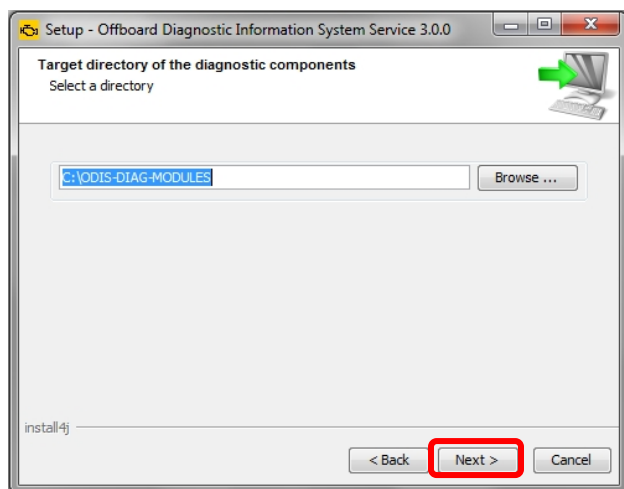
11. Select **Next**:



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



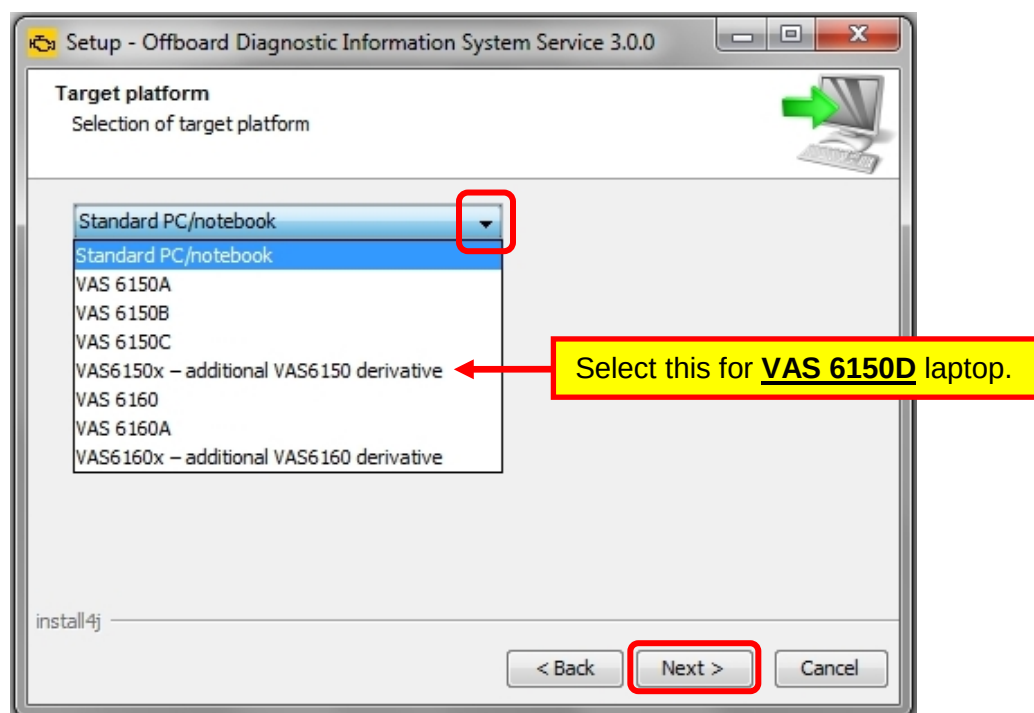
13. Select **Next**:



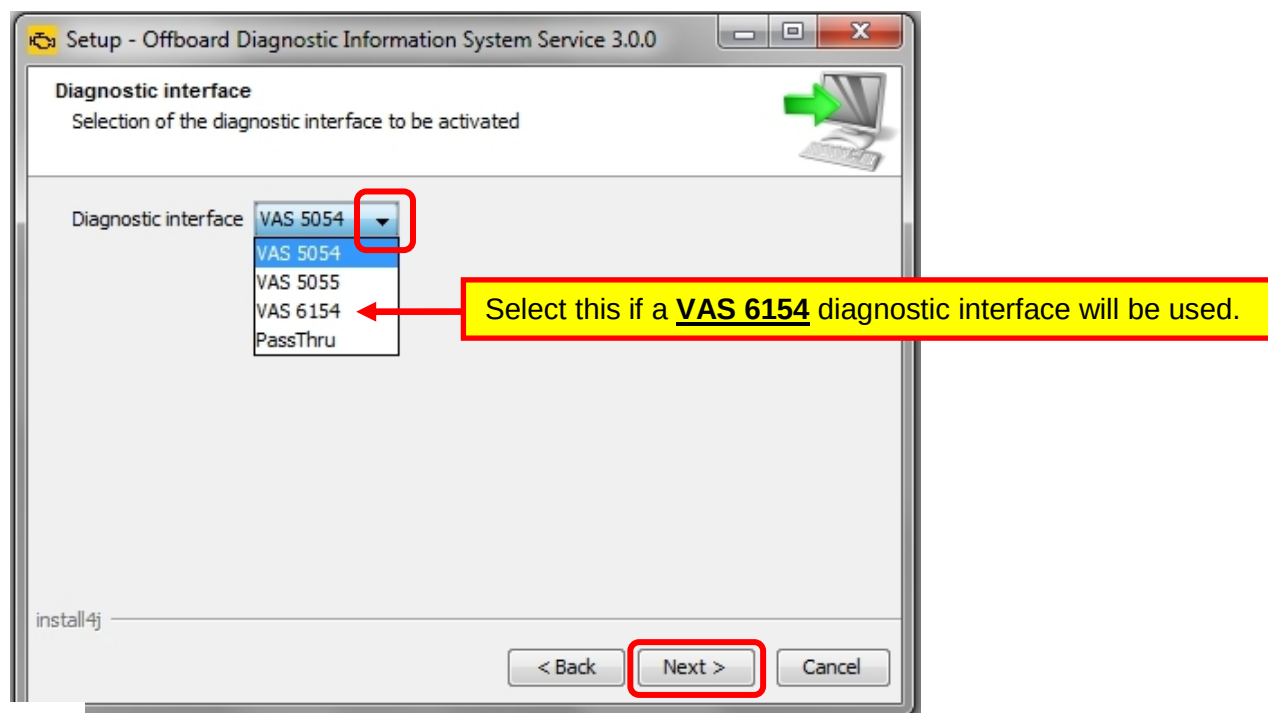
(cont.)

Service Information

14. 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**:



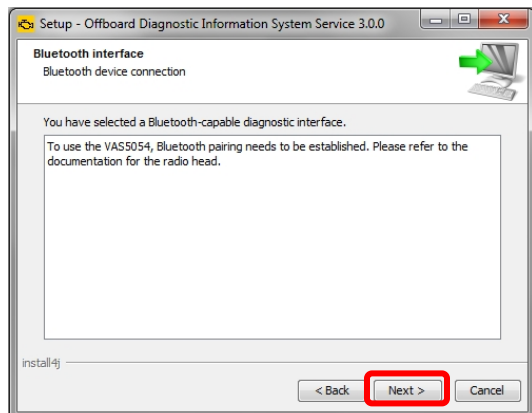
15. Click the **Diagnostic interface dropdown selection arrow**. Select the applicable **diagnostic interface** that will be used with the diagnostic device, and then select **Next**:



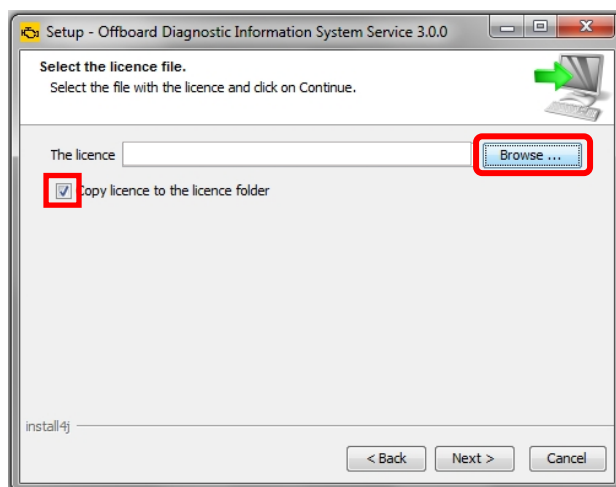
(cont.)

Service Information

16. Click **Next** as applicable:

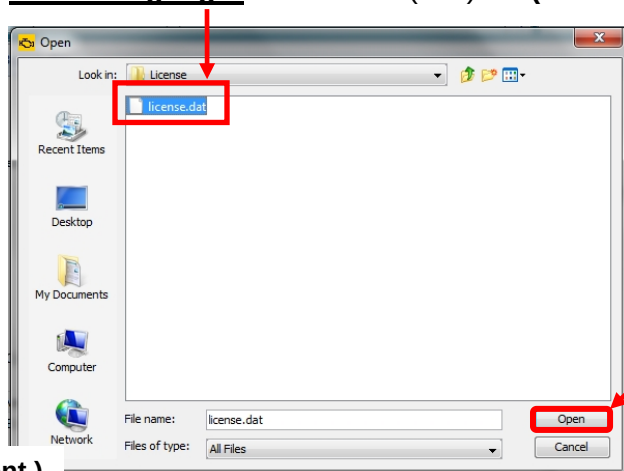


17. Ensure **Copy license to the license folder** is checked, and then click **Browse...:**



18. **Open** the **device folder** on the Windows desktop (or alternate storage location for license file), and **Open** the “**License**” subfolder.

19. **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!

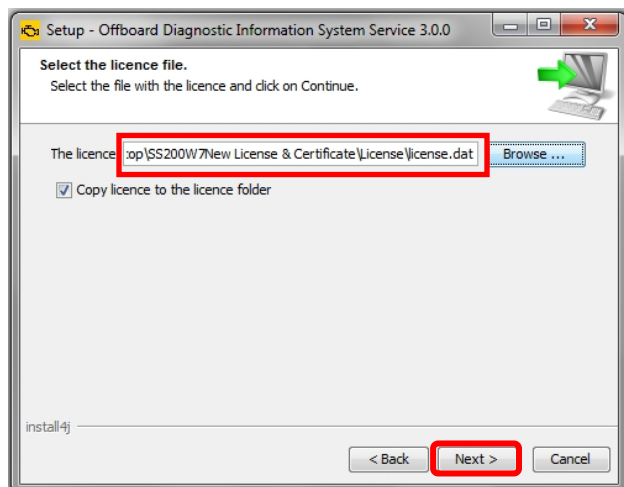
(cont.)



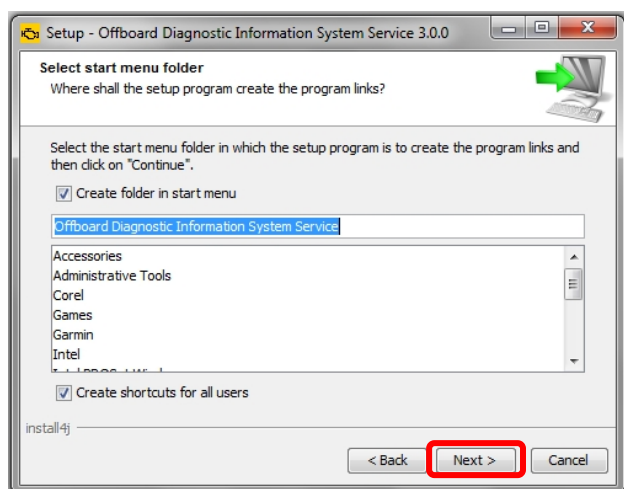
Volkswagen

Service Information

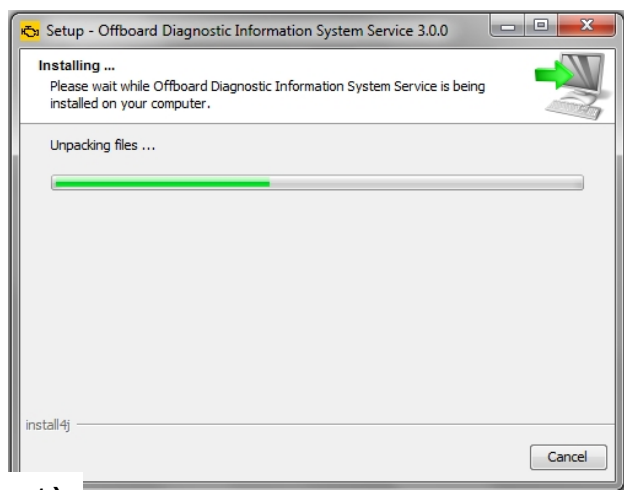
20. Ensure the **license file directory path** appears in the **installation window**. Select **Next**:



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



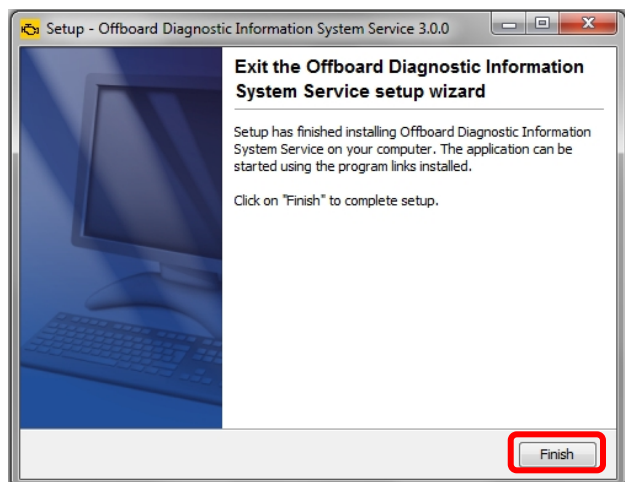
22. **Wait** while several different phases of the installation take place:



(cont.)

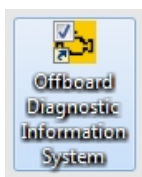
Service Information

23. Click **Finish**:



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

☐ **Offboard Diagnostic Information System:**



☐ **ODIS Service Diagnostic Interface Configuration:**

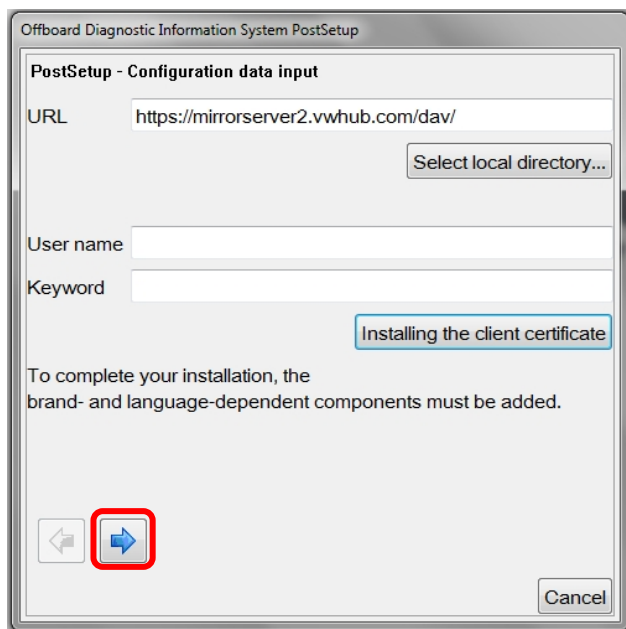


☐ **Single-Setup steps completed. Proceed to [Section 3.2 – Page 11](#)**

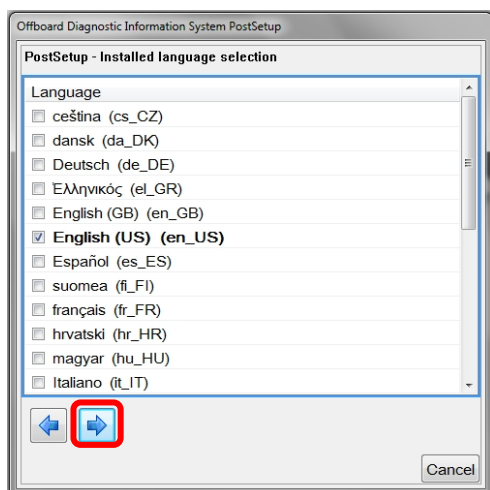
Service Information

3.2 – Download & Install Diagnostic Database – “Post-Setup”

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



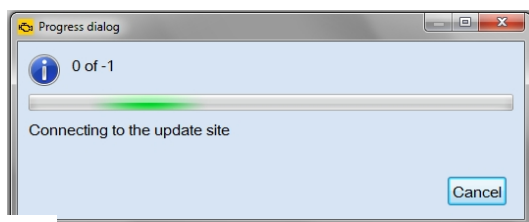
2. **If** additional user interface languages are desired, select them here. Heed the **Note:** below, and then click the **Forward Arrow** button:



Note:

Selecting additional languages significantly increases the download and installation time!

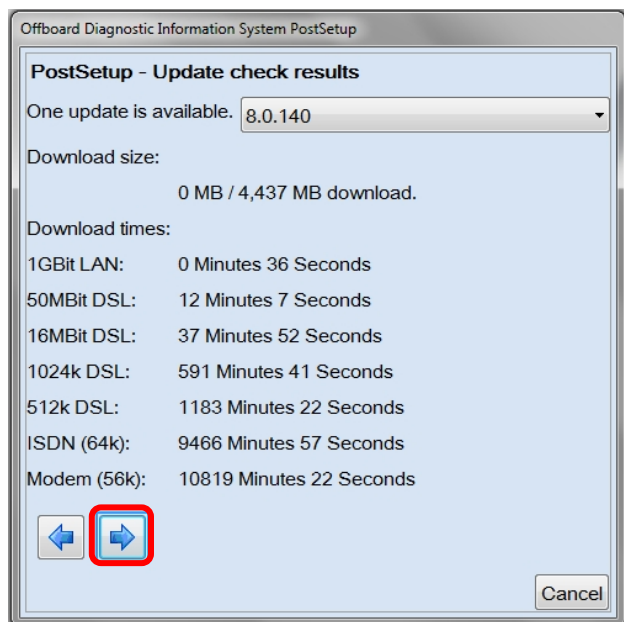
3. **Wait** while the connection is established:



(cont.)

Service Information

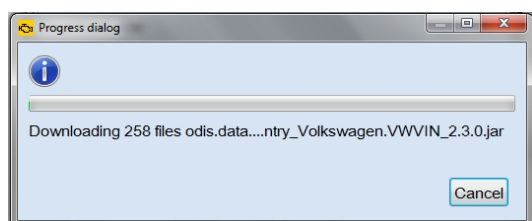
4. Click the **Forward Arrow** button:



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.

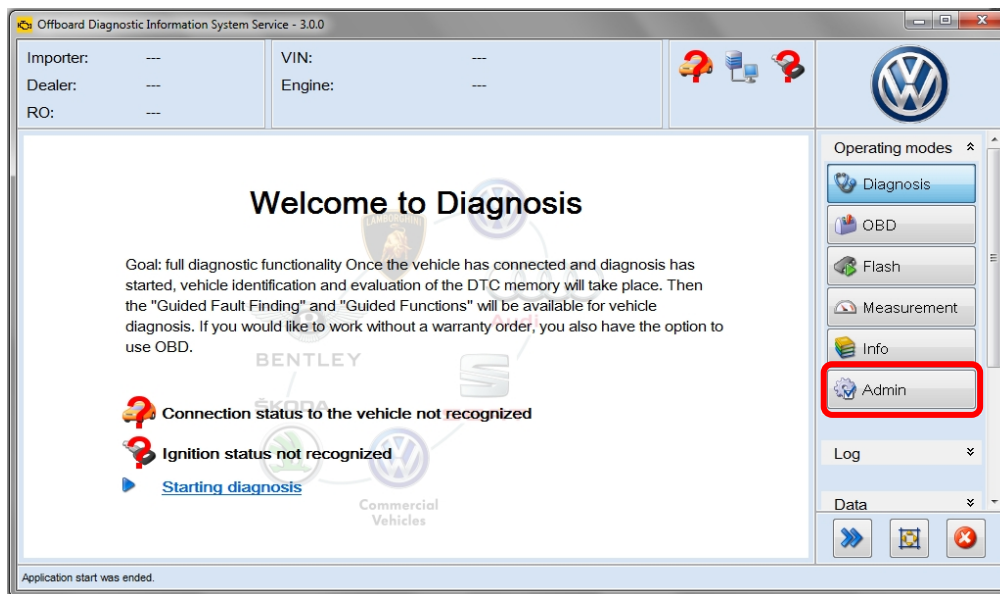
Postsetup – Diagnostic Data Installation steps completed. Proceed to [Section 3.3 – Page 13](#)

Service Information

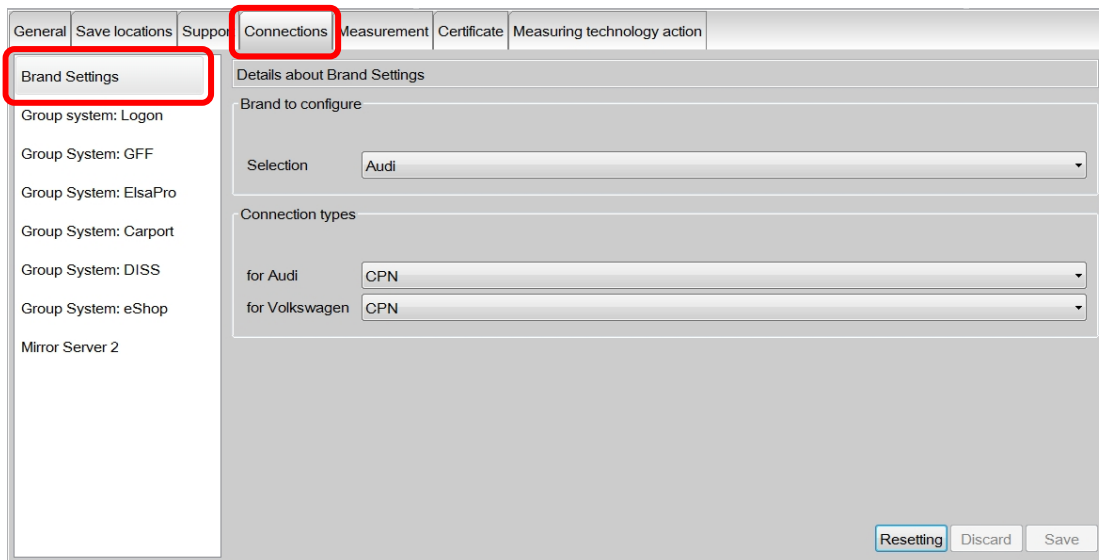
3.3 – Configure Connection Type

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

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



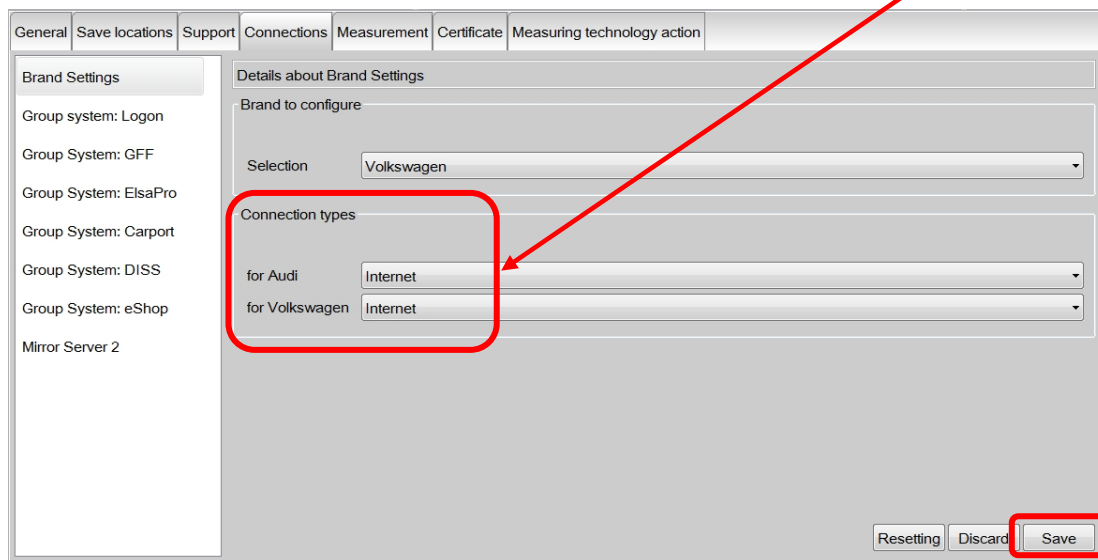
1. Select the **Connections** tab. The **Brand settings** subsection is displayed first by default:



(cont.)

Service Information

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



IMPORTANT!

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

☐ Connection Type Configuration steps completed. Proceed to Section 3.4 below

3.4 – Additional Configurations

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

3.4.1 – 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**

Service Information

3.4.2 – Configure Peripheral Hardware

Perform the configurations and confirmations specified below as applicable.

☐ **Diagnostic Interface Configurations:**

VAS 5054A: For detailed instructions, refer to **Service Information – Diagnostic Device Hardware & Windows** document:

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

VAS 6154: Start ODIS Service and confirm **VAS 6154** is set as the default diagnostic interface. For detailed instructions, refer to **Service Information – Diagnostic Device Hardware & Windows** document:

VAS 6154 Diagnostic Interface – Startup Guide: **Section 2.3**

☐ **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 Reinstallation steps completed.**
