

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-16-02

Subject: Version 3.0.0 – Mandatory Installation from Web-Server Date: Jan. 19, 2016

Supersedes VOS-16-01 due to revised single-setup installation Note information (pg. 18).

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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.
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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 or newer installed from a Volkswagen AG Group Services web-server.

# This mandatory installation must be performed on <u>all diagnostic devices</u> 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 <u>existing diagnostic laptop and tablet devices in workshop service only.</u>

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 <u>ARE AVAILABLE:</u> Skip to <u>Section 2.3 Page 5</u>

☐ If backup copies of the above files and document <u>ARE NOT\_AVAILABLE</u>: 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:

- 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:**

4.

- 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:

	8	The publisher of Hardware Key Executable.exe couldn't be verified. Are you sure you want to run the program? Learn more	Run	View downloads	) ×
Se	ele	oct OK:			

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

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**:

0	Lxtract Compressed (Zipped) folders	x
	Select a Destination and Extract Files	
	Files will be extracted to this folder:	
	C:\Users\VAS6160\Desktop\Clean.zip Browse	
	☑ Show extracted files when complete	
	Extract Can	cel

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

							×
Organize   Extract all files	•	*7	Sea	arch Clean.zip		FI	م ھ
🔆 Favorites	Name			Туре			
💻 Desktop 🚺 Downloads 🖫 Recent Places	CLEAN.BAT	os1		Windows Batch F Windows PowerS	ile hell Script		

(cont.)

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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:



### 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. <u>Restart</u> the diagnostic device.

#### **IMPORTANT!**

Both Clean.zip folders <u>must be deleted</u> 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:



#### (cont.)

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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:

 · · · · · · · · · · · · · · · · · · ·
a1b2c3d4e5f6g7h8l9j0k1l2m3n4o5p6:PanasonicCorporation:CE-52JE2VWVW::3
Copy 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 to Wizard The certificate will be	the Certificate II	<b>mport</b> Finish.
4	Certificate Store S Content File Name	elected Automatically de PFX C:\Users\VAS61	etermined by t .50C\Desktop\
	< [	f	•
		Back Finish	Cancel

9. If 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**:

🚱 🕞 🗢 🖑 Windows Update 🔸 Change settings 🔹 🍫 Search Control Panel 🔎
Choose how Windows can install updates
When your computer is online, Windows can automatically check for important updates and install them using these settings. When new updates are available, you can also install them before shutting down the computer.
How does automatic updating help me?
Important updates Check for updates but let me choose whether to download and install them
Install new updates: Every day v at 3:00 AM v
Recommended updates
Give me recommended updates the same way I receive important updates
Who can install updates
Allow all users to install updates on this computer
Note: Windows Update might update itself automatically first when checking for other updates. Read our privacy statement online.
OK Cancel

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:



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 XXXXXX.exe file:



(cont.)

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

Do you want to run or save OffboardDiagSetup-Service_VWMCD_3_0_0exe (584 MB) from mi	irrorserver2.vv	whub.com? ×
Run	Save 🔻	Cancel
	Save Save as	
	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:

66% of OffboardDiagSetup-Service_VWMCD_3_0_0-RC376N_P1_B31_7_1_28.ex	e downloaded	2 min 11	sec remaining ×
	Pause	Cancel	View downloads

- 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.)

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### 11. Select Next:



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



#### 13. Select Next:



#### (cont.)

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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**:

🖏 Setup - Offboard Diagnostic Information System Service 3.0.0	
Target platform Selection of target platform	
Standard PC/notebook VAS 6150A VAS 6150B VAS 6150C VAS6150x – additional VAS6150 derivative VAS 6160 VAS 6160A VAS6160A VAS6160x – additional VAS6160 derivative	
install4j < Back Ne	ext > Cancel

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**:

Diagnostic interface Selection of the diag	nostic interface to be activated		
Diagnostic interface	VAS 5054 VAS 5054 VAS 5055 VAS 6154 PassThru		
install4j	1>	Back Ne	xt > Cance

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### 16. Click Next:

🗞 Setup - Offboard Diagnostic Information System Service 3.0	.0
Bluetooth interface	
Bluetooth device connection	
You have selected a Bluetooth-capable diagnostic interface.	
To use the YAS3054, Bluetooth pairing needs to be established. I documentation for the radio head.	Please refer to the
install4j	Next > Cancel

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



- 18. Open the device folder on the Windows desktop, and Open the "License" subfolder.
- 19. Select / highlight the license (.dat) file (DO NOT double-click), and then click Open:

Copen	
Desktop My Documents	
Computer Computer Network Files of type: All Files Cancel	<i>Note:</i> DO NOT double-click the license file in its saved location!

#### (cont.)

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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:

In	stalling	
	Please wait while Offboard Diagnostic Information System Service is being installed on your computer.	
	Unpacking files	
inct	Jlai	
1150	נד ווו	Grand
		Cancel

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# 23. Click Finish:



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



**ODIS Service Diagnostic Interface Configuration:** 



Configuratio III

#### Note:

If the ODIS Service Diagnostic Configuration icon does not appear on the desktop:

- 1. Go to: Start > All Programs
- 2a. Open the Softing D-PDU API for VCI VX.XX.XXX program. If the EDIC Configuration Manager is present, right-click its icon and select Send to > Desktop (create shortcut). Then proceed to Section 3.2.
- 2b. If the **Softing D-PDU API for VCI VX.XX.XXX** or **EDIC Configuration Manager** programs **are not present**, repeat the clean utility (section 2.3), uninstallation (section 2.4) and single-setup steps in order until the programs appears under **All Programs** as described above, <u>or</u> the icon appears on the desktop. (This may need to be done more than once.)

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If the Softing D-PDU API / EDIC Configuration Manager does not appear under All Programs or on the desktop 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:

Offboard Diagnostic Information System PostSetup					
PostSetup - Configuration data input					
URL	https://mirrorserver2.vwhub.com/dav/				
	Select local directory				
User name					
Keyword					
	Installing the client certificate				
To complete your installation, the brand- and language-dependent components must be added.					
	Cancel				

#### (cont.)

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4. Click **Select:** 



- 4. From the device folder on the Windows desktop, Open the "Certificate" subfolder:
- 5. Select / highlight the certificate (.pfx) file (DO NOT double-click), and then click Open:



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

•	🖧 Client Certific	cate 📃
	Importing Group syst Select the	certificates em access with authorization requires a certificate in the ODIS Key Store. certificate in the file system and import it.
	Certificate	C:\Users\VAS6150B\Desktop\SS200W7New License & ( Select
	Password	
		Import

(cont.)

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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:

🖧 Client Certif	īcate 23	
Importing Group sys Select the	certificates tem access with authorization requires a certificate in the ODIS Key Store certificate in the file system and import it.	
Certificate	C:\Users\VAS6150B\Desktop\SS200W7New License & ( Select	
Password	••••••	
	Import Cancel	

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:

Offboard Diagnostic Information System PostSetup					
PostSetup - Configuration data input					
URL	https://mirrorserver2.vwhub.com/dav/				
	Select local directory				
User name					
Keyword					
	Installing the client certificate				
To complete brand- and	e your installation, the language-dependent components must be added.				
	Cancel				

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

Offboard Diagnostic Information System PostSetup		
PostSetup - Installed language selection		
Language		1
🔲 ceština (cs_CZ)		II
🗏 dansk (da_DK)		I
Deutsch (de_DE)	E	
Έλληνικός (el_GR)		I
English (GB) (en_GB)		I
☑ English (US) (en_US)		II
Español (es_ES)		II
🔲 suomea (fi_FI)		II
français (fr_FR)		II
hrvatski (hr_HR)		II
🔲 magyar (hu_HU)		
Italiano (it_IT)	-	
	Cancel	

#### Note:

Selecting additional languages significantly increases the download and installation time!

3. Wait while the connection is established:



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(cont.)

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4. Click the Forward Arrow button:





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

5. <u>Wait</u> 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** <u>must be configured</u> 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:

General Save locations Suppo	Connections Mea	asurement	Certificate	Measuring technology action			
Brand Settings	Details about Bran	d Settings					
Group system: Logon	Brand to configure	9					
Group System: GFF	Selection	Audi					•
Group System: ElsaPro	Connection types						
Group System: Carport	Connection types						
Group System: DISS	for Audi	CPN					-
Group System: eShop	for Volkswagen	CPN					•
Mirror Server 2							
					Resetting	Discard	Save

(cont.)

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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:

General Save locations Suppo	ort Connections Me	asurement Certificate Measuring technology action
Brand Settings	Details about Bran	d Settings
Group system: Logon	Brand to configure	
Group System: GFF	Selection	Volkswagen
Group System: ElsaPro	Commention & man	
Group System: Carport	Connection types	
Group System: DISS	for Audi	Internet 🔹
Group System: eShop	for Volkswagen	Internet
Mirror Server 2		
		Resetting Discard Save

### **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.