Service Information

Volkswagen

Offboard Diagnostic Information System Service (ODIS Service) **Number: VOS-17-09**

Subject: Installation Phase 1 – Preparation, License & Security Certificate Process Instructions **Date: Feb. 27, 2017**

Supersedes VOS-17-04 due to updated and additional information.

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Notes:

- *Please **read these instructions carefully and in their entirety** before performing any procedures. **If you do not understand these instructions, arrange to have a qualified person perform these procedures.***
- ***Use these instructions to prepare** ONE DEVICE AT A TIME **through to completion!***
- *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**. Revisions 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 complete **preparation, license** and **security certificate** processes required **prior to installing ODIS Service diagnostic software** on a **new diagnostic laptop or tablet device**, i.e.: a **device** where ODIS Service was **NOT** previously installed.

Instructions for the initial installation are broken down into **two separately-titled instruction document "Phases": Installation Phase 1** and **Installation Phase 2. 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 Overviews – MUST READ!

1.3.1 – License Process

- 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. eShop access permission must be granted to users by the dealership systems administrator.
- 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 Process

- A security certificate must be requested, approved, downloaded and stored. The certificate file is then retrieved and imported to a Windows® certificate store **before** ODIS Service application software installation. The certificate must also be imported to the ODIS Service application.
- 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 **Certificate Request Management System** (eCRMS**)** application administered by VWGoA. Access to eCRMS must be granted by the dealership Systems Administrator.
- Certificate requests include entering the diagnostic devices' unique **hardware key** (determined during license request process) in the request form. This associates 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**.
- Certificate requests must be **approved by a dealership manager** with eCRMS access.
- When approved, **a certificate approval notification email is sent to the email address entered in the request.** VWGoA is not responsible for misdirected certificate approval notification emails.
- Certificate files must be **downloaded from eCRMS to a folder the diagnostic device,** backed-up on a USB flash drive, and then imported to Windows etc. on the diagnostic device.

2.0 – Preparation

2.1 – Diagnostic Device Hardware & Network Prerequisites

- ☐ ***New diagnostic laptop or VAS tablet device***
- ☐ ***Windows 10***
- ☐ *Network connection via Ethernet cable or WLAN enabled.*
- ☐ *Antivirus software temporarily disabled (where applicable).*
- ☐ *Diagnostic device connected to power adapter and booted to Windows desktop.*

2.2 – Supplementary Materials

Error-free license and certificate process management relies on **identifying** all **new 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 backup license & certificate files, and hardware key document).

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2.3 – Assign Device ID

We suggest assigning a **device ID** using the following method:

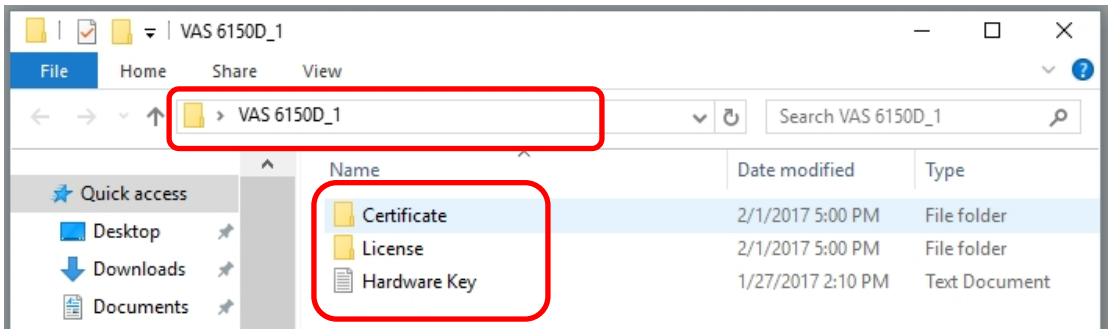
1. Apply a **self-adhesive label** to the diagnostic device in a clean, conspicuous area.
2. Mark the devices' **model designation** along with a **numeric descriptor** on the label (or directly to the device with permanent marker) as per the following suggestions:
   - **6150D_1 (The underscore 1 indicates only one of each device is in service).**
   - **6150D_1**, **6150D_2**, **6150D_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.

1. **Create** the **primary** storage folder **on the Windows desktop: Right-click > New > Folder**
2. **Name** this folder with the **device ID** assigned in Section 2.3. This folder will be referenced throughout the remaining instructions as the "**device folder**" on the Windows desktop.
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 6150D_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.*** *(Access must be granted by the dealership Systems Administrator.)*
- ☐ *All Section 2.0 - Preparation steps completed!*
- ☐ *Backup USB flash drive with* ***device folder*** *available.*
- ☐ ***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 **My Favorite Apps** or **All Apps** section, select the link to **ODIS – eShop.**

Note:

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.**

Notes:

- *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 the additional brand selections 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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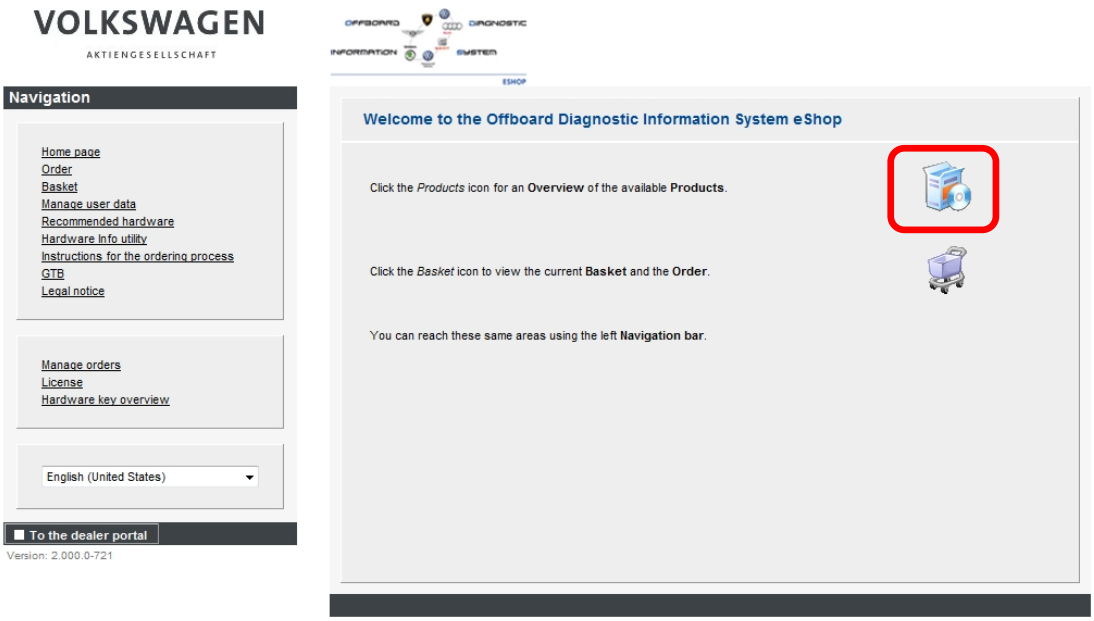
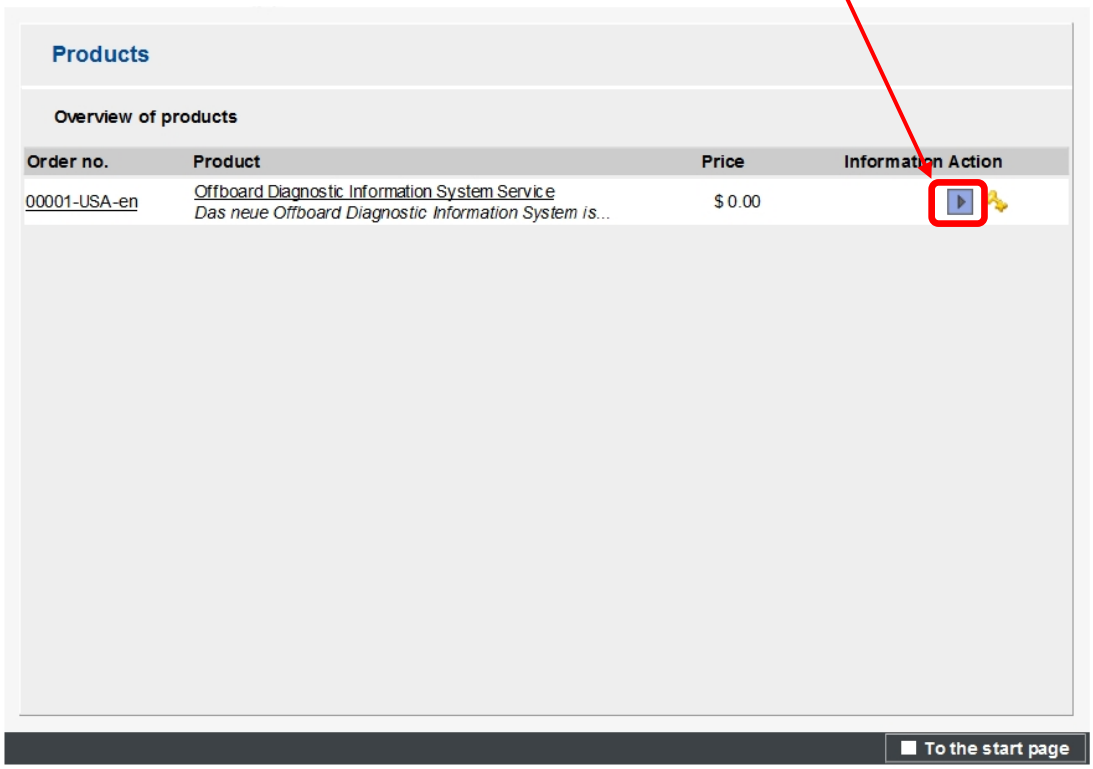
4. Click the **Products Overview Icon:**



6. Click the **Offboard Diagnostic System Service Information Action** arrow:



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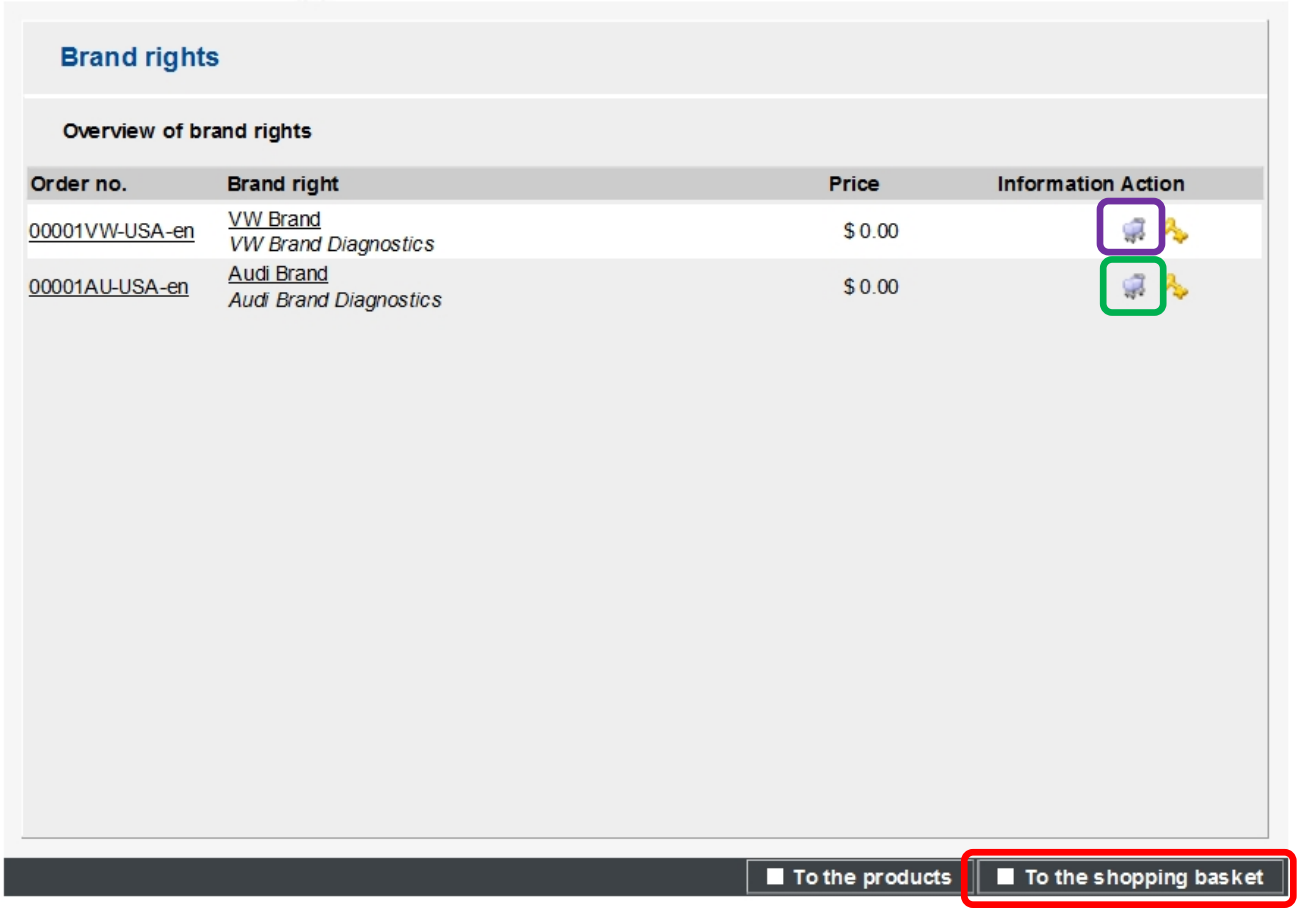
7. Click the **shopping cart icon (** **)** for a **chosen brand.** Wait a moment, and then proceed as applicable to your dealership:

   ☐ **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:**



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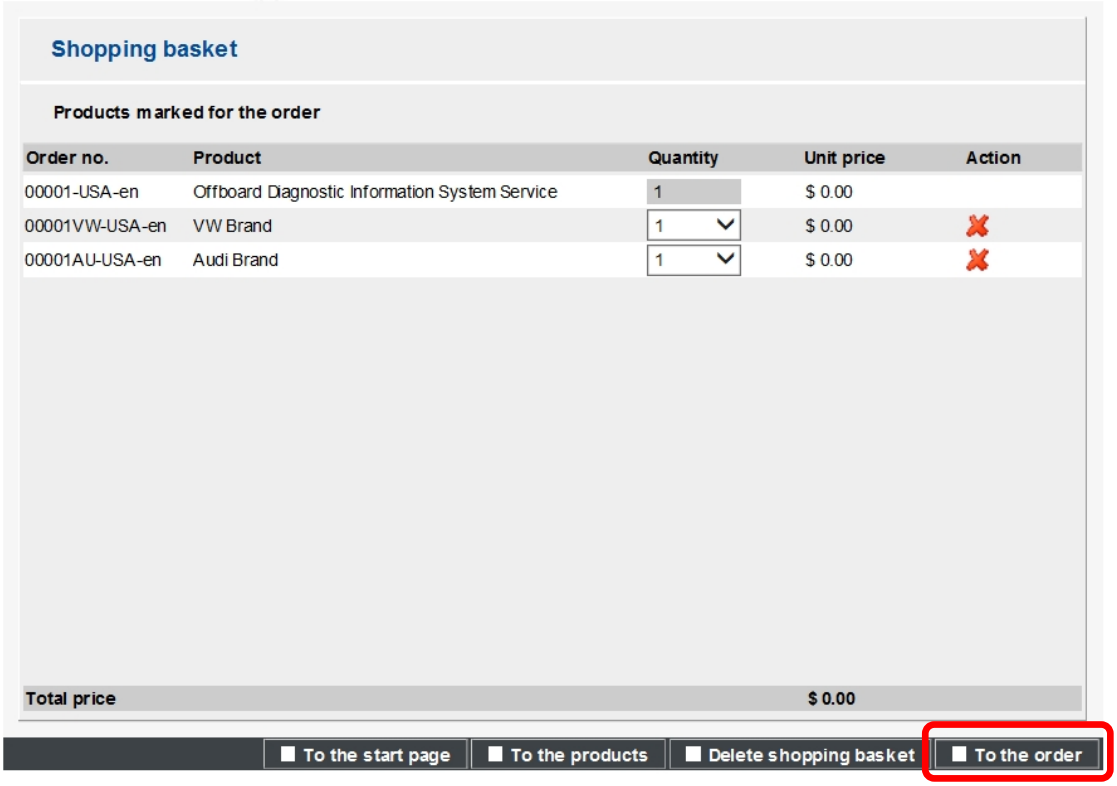
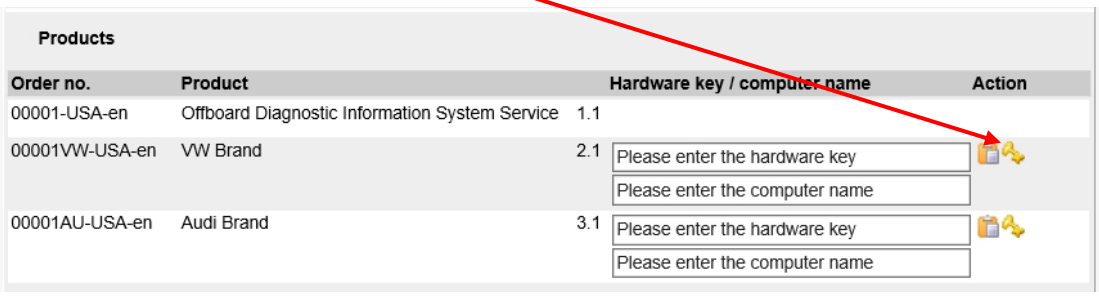
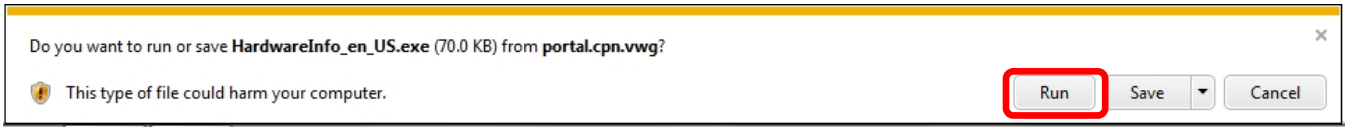
8. Click **To the order:** **DO NOT** change the **Quantity** dropdown value (1).



9. Click the **hardware key icon (** **)** for a brand product as illustrated:



10. Select **Run:**



11. **<u>If</u>** this prompt appears, select Run:

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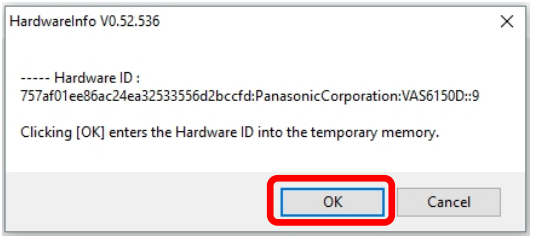
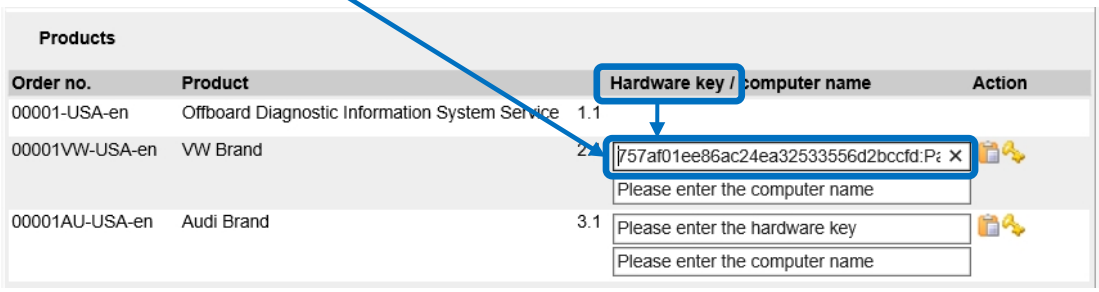
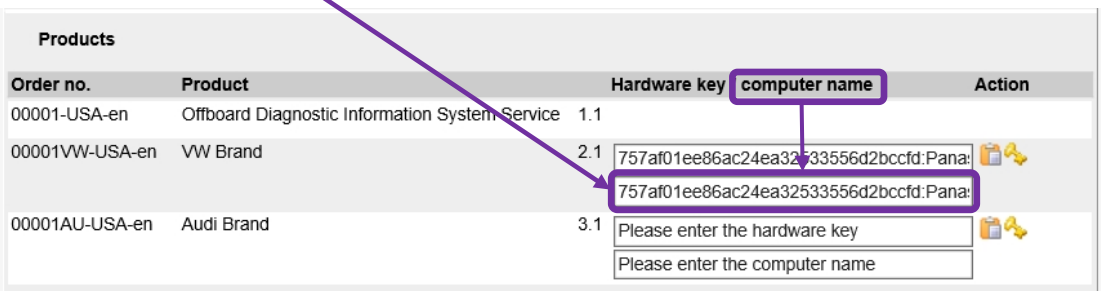
12. Select **OK.** The alpha-numeric **hardware key** is saved in Windows **"clipboard"** memory:



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

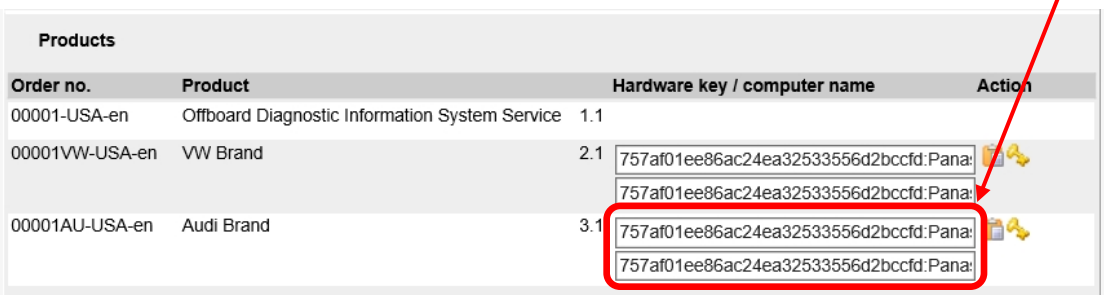


14. **Right-click** the **computer name** field and **Paste the saved hardware key** into the field as illustrated:



15. **Single-brand dealers:** Skip to Step 17.

16. **Dual-brand dealers:** **Repeat steps 13 & 14** to paste the saved hardware key in **both** entry fields for the additional brand:



17. **Minimize** the **Internet Explorer** window with the current **eShop** session.

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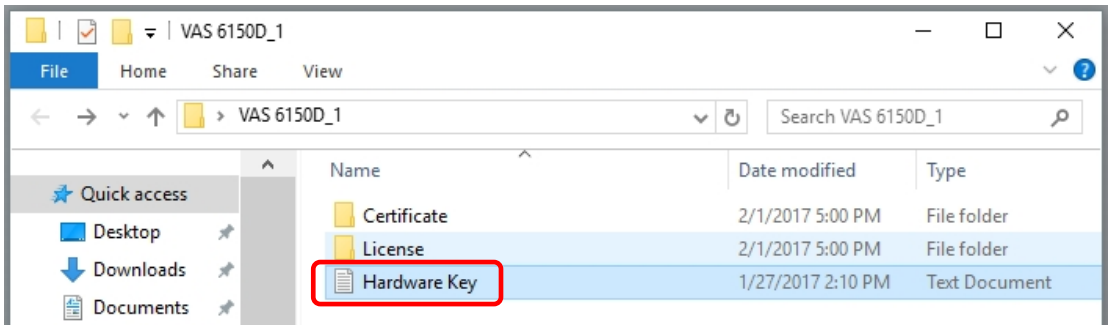
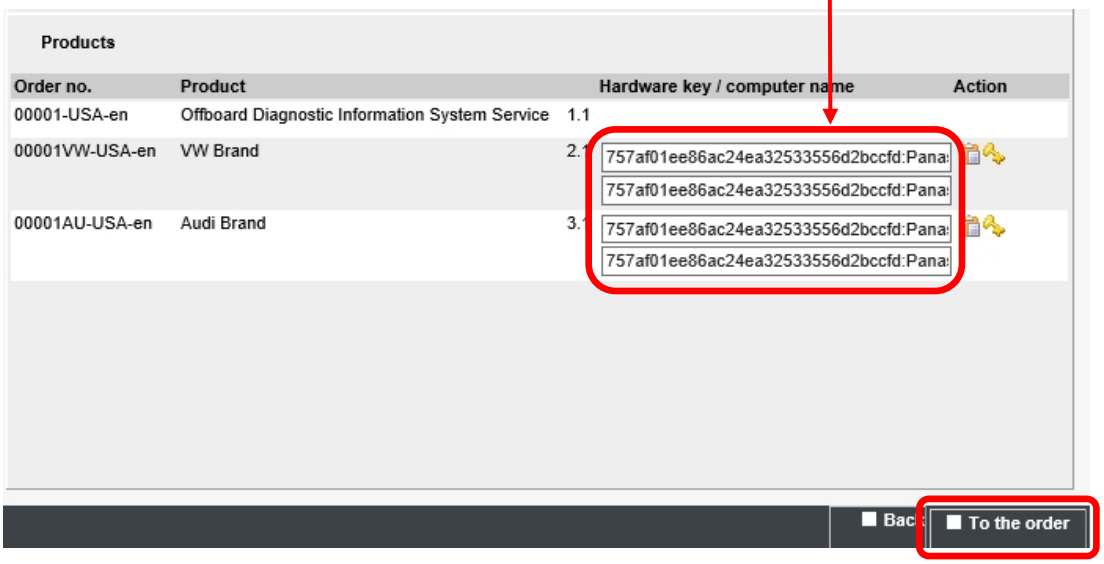
18. **Restore** the **primary** (desktop) **AND backup** (USB) **device folder** windows and **Open** each of their prepared **Hardware Key** text documents:



19. **Paste** the **hardware key** (saved in clipboard memory) into **both** of the **Hardware Key** documents.
20. **Save** and **Minimize** the documents.
21. **Minimize** both **device folder** windows.
22. **Restore** the **Internet Explorer** window with the current **eShop** session.
23. **Confirm** that the **hardware key** appears in **All Hardware key AND computer name entry fields** as illustrated, and then select **To the order:**



ATTENTION!

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

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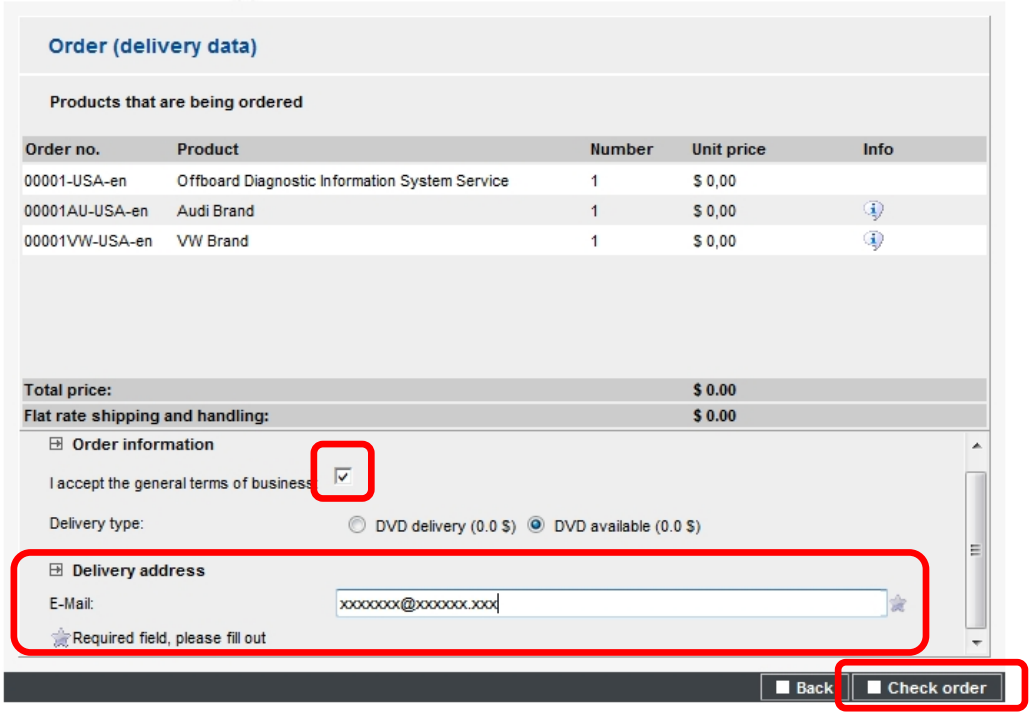
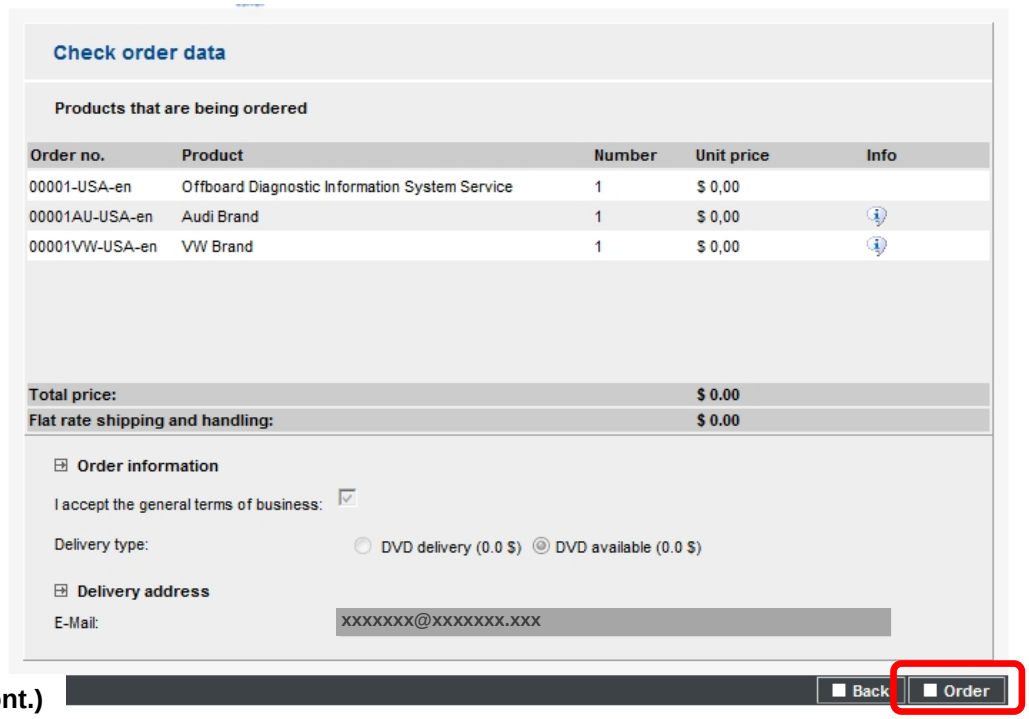
24. In the **Order information** section, **accept the general terms of business** by placing a checkmark:

25. Scroll down and **enter the email address** to which the **license approval notification emails** will be sent. Then select **Check order**:



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



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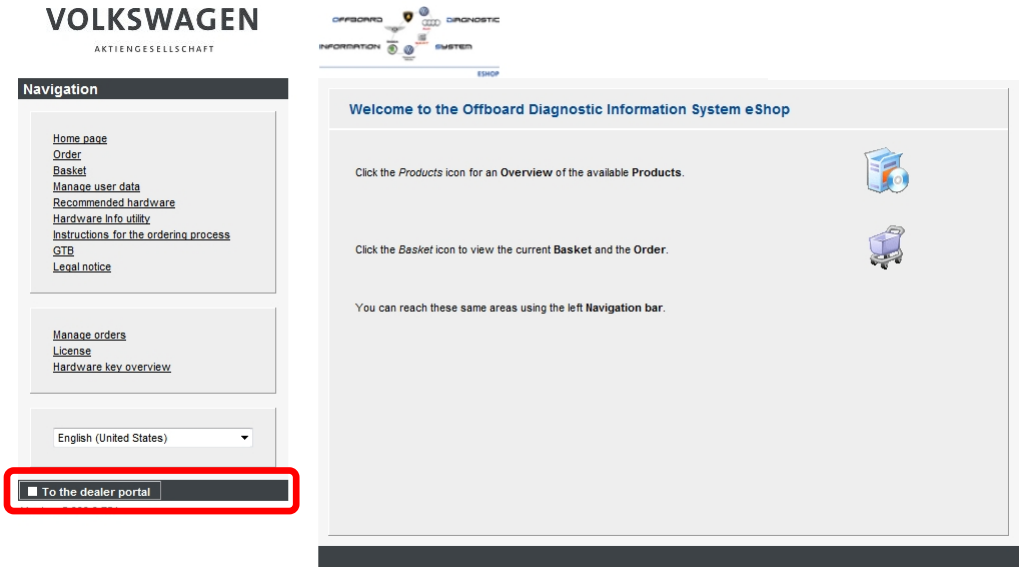
27. When the **Order completed** window appears, click the **Order (HTML) link** to open a summary.
28. **Locate** and note the **Order Number** from the HTML document.
29. **Restore** the primary and backup **Hardware Key** documents previously saved and minimized.
30. **Record the order number** and **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!

The order number must be matched with the device ID before downloading the license file from eShop. Accurate record-keeping now prevents problems later!

31. **Save** and **Close both Hardware Key** documents, and **Close** both **device folders.**
32. **Close** the **Order HTML** document.
33. From the eShop **Navigation** menu, select **To the dealer portal:**



34. **Logout** of the Dealer portal, and then **Close Internet Explorer**.

    Important: Dealer Portal Logout and Close IE steps are mandatory!

35. **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 13**

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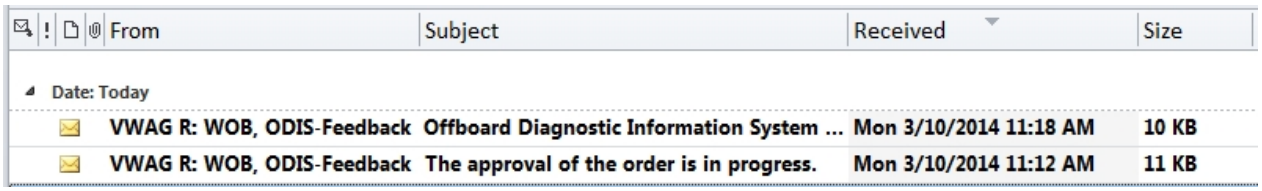
3.2 – Download & Store License

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 either approved or denied.**

Sample:

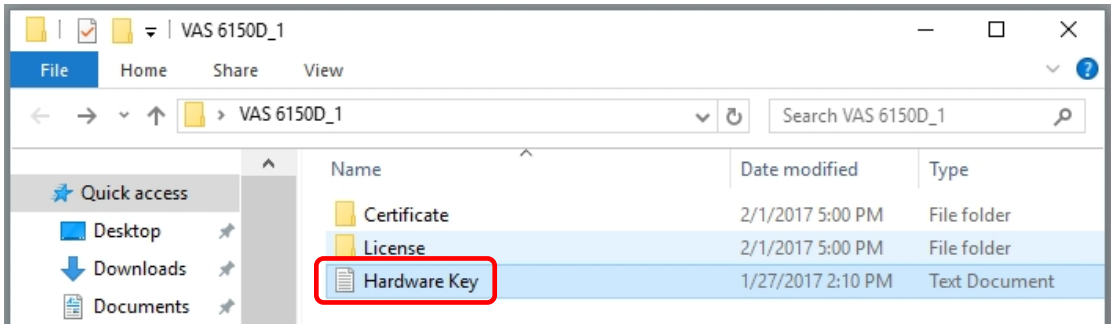


From	Subject	Received	Size
Date: Today			
VWAG R: WOB, ODIS-Feedback	Offboard Diagnostic Information System ...	Mon 3/10/2014 11:18 AM	10 KB
VWAG R: WOB, ODIS-Feedback	The approval of the order is in progress.	Mon 3/10/2014 11:12 AM	11 KB

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:



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.**

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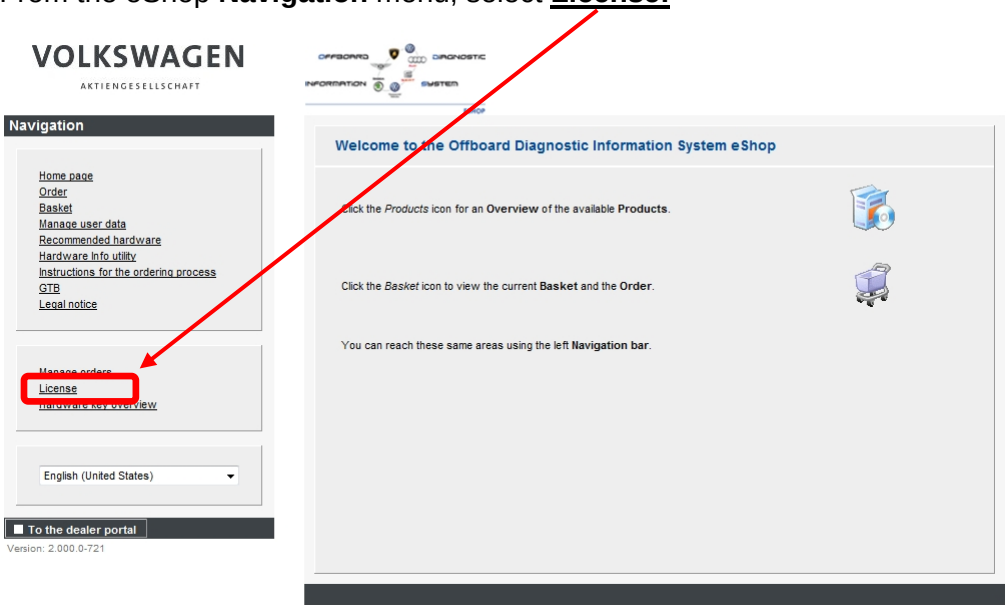
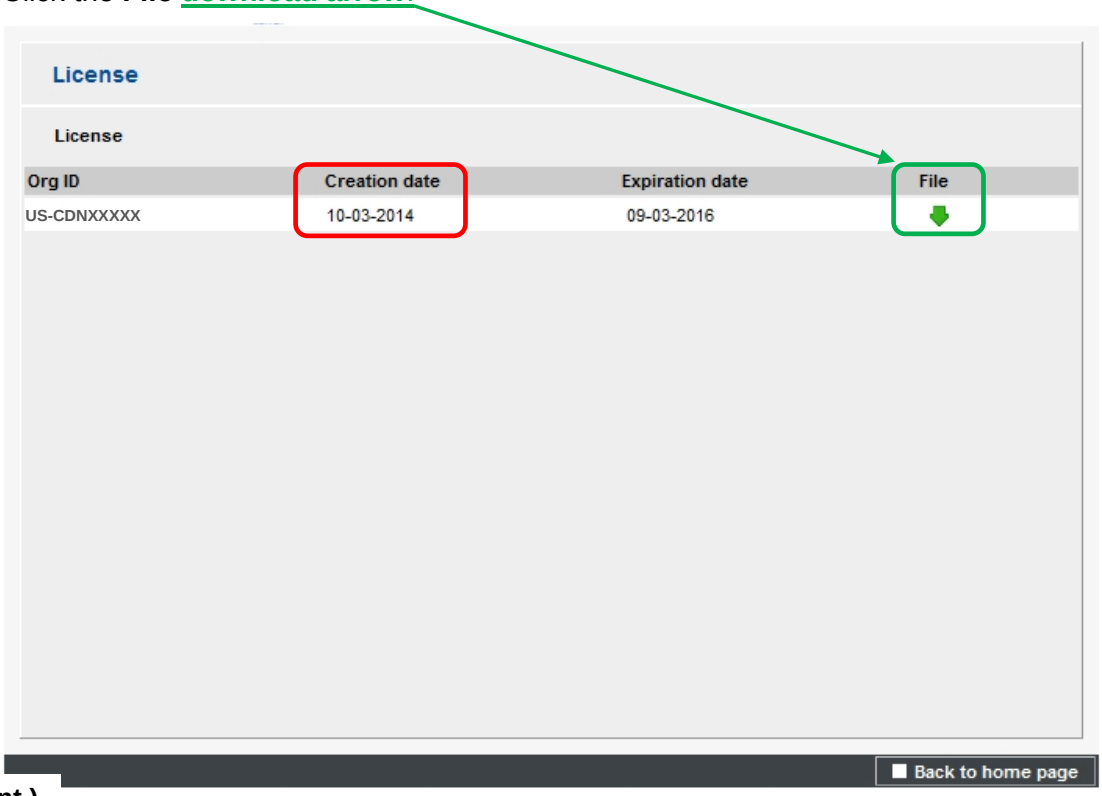
8. From the **My Favorite Apps** or **All Apps** section, select the link to **ODIS – eShop.**
9. From the eShop **Navigation** menu, select **License:**



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



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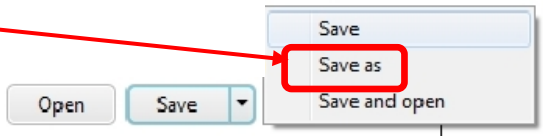
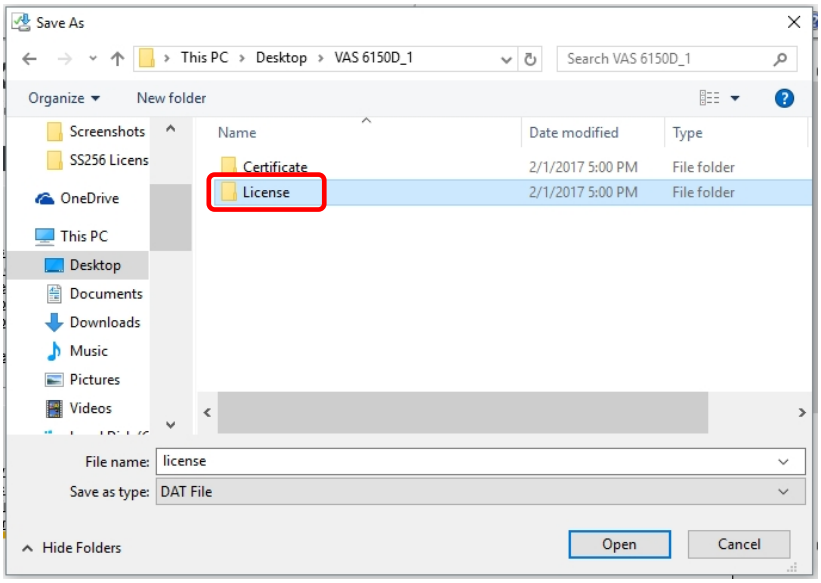
12. Click the **Save** **dropdown selection arrow:**

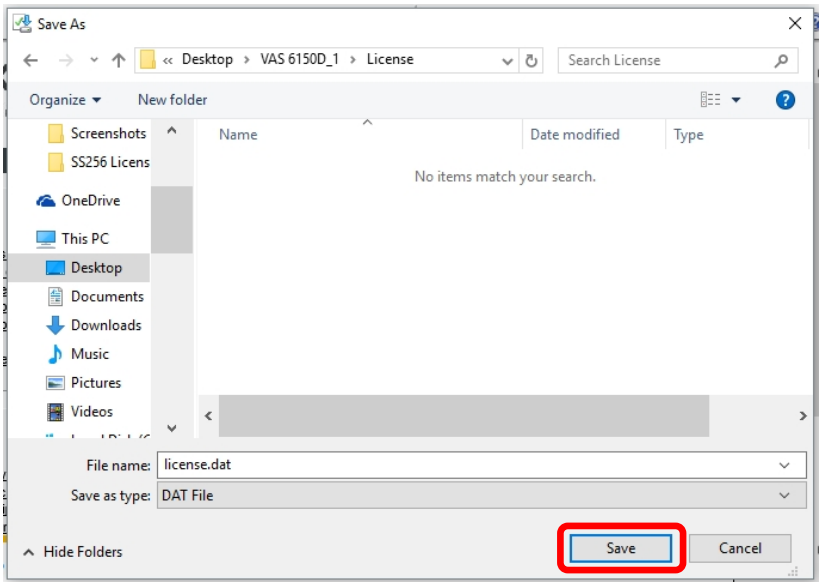
13. Select **Save As**:



14. **Navigate** to the **device folder** on the **Windows desktop** and **double-click** the **License** subfolder:



15. Select **Save:**



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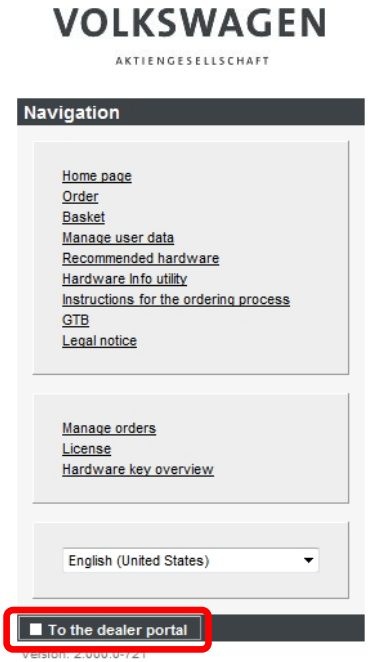
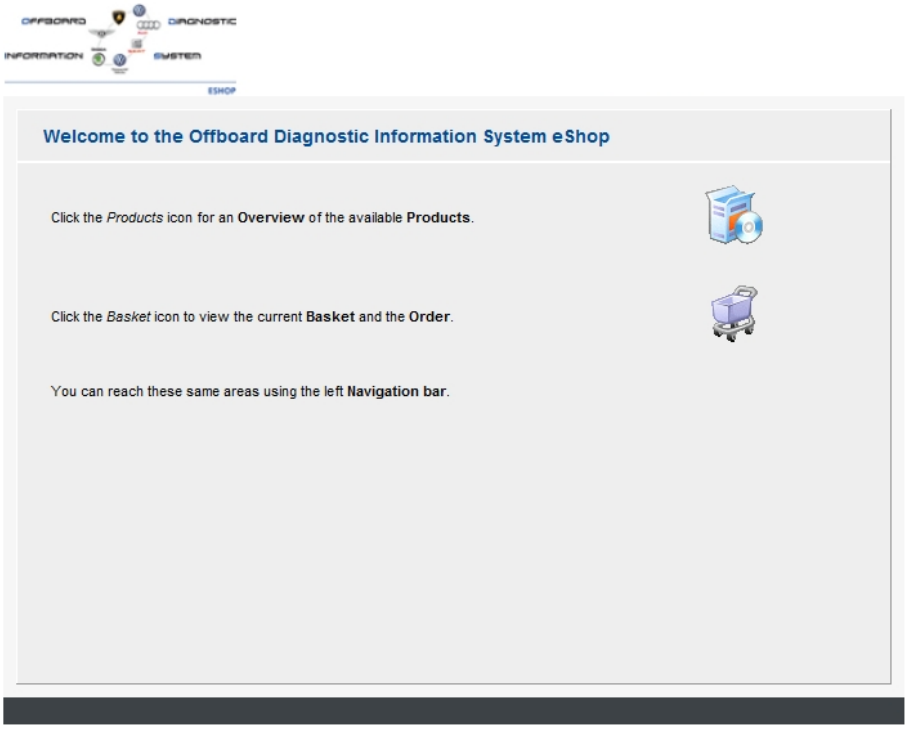
16. **Repeat Steps 11 > 16 on the backup USB flash drive** to save a backup copy of the license file.

17. From the eShop **Navigation** menu, select **To the dealer portal:**





18. From the Dealer portal, select **Logout** and then return to the **Internet Explorer** home page.

Notes:

- *Please ensure that the device's* **license.dat** *file was successfully saved in both the* **primary** *(desktop) and* **backup** *(USB)* **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.***
- **DO NOT double-click the license file** *(to open it) in any of its stored locations!*

☐ **All License Process steps completed. Proceed to** **Section 4.0 – Page 17**

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4.0 – Security Certificate Process – MUST READ!

Effective February 26, 2017, authorized dealership personnel are responsible for requesting **and approving** ODIS Service security certificate requests.

Security is achieved through **dealership management** approval of certificate requests, and a function where **request approvers cannot be the same as the requestor.**

Request **approvers** are restricted to **dealership managers** with the following job titles and **Unified Dealer Extranet (UDE – vwhub access)** roles:

- Dealer Principal (DLR-PRIN)
- Dealer Principal/General Manager (DLR-PRGM)
- General Manager (GEN-MGR)
- Service Director (SVC-DIR)
- Service Manager (SV-SM)
- Parts & Service Manager (PTSV-MGR)

Access to eCRMS on vwhub must be granted by the dealership Systems Administrator.

4.1 – Request Security Certificate (eCRMS)

Prerequisites:

- ☐ *License process steps completed (license saved and backed-up).*
- ☐ **The Requestor *has access to eCRMS on vwhub.***
- ☐ **The Requestor *must be aware of a dealership manager that can approve requests.***
- ☐ **The Approver *must be a dealership manager as defined above, and have eCRMS access.***
- ☐ *Backup USB flash drive with **device folder** and **hardware key** connected to diagnostic device.*

ATTENTION!

DO NOT proceed with the certificate request if the above prerequisites are not met!

1. **Start Internet Explorer.**
2. Logon to **vwhub** and go to the **My Favorite Apps** or **All Apps** section.
3. Click the link to **ODIS Certificate Request Mgmt. System (*eCRMS*).**
4. Complete the ***eCRMS*** logon.

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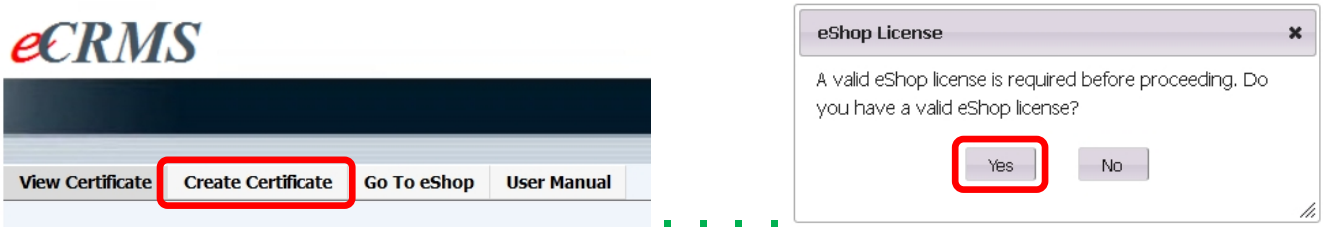
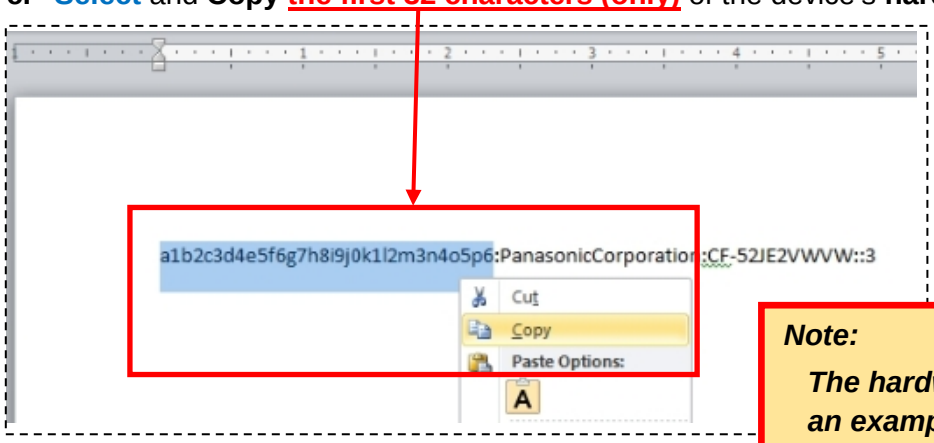
5. Select **Create Certificate . . . . Yes:**



The *eCRMS* request interface appears.

Information must be entered in all request interface fields marked with an asterisk (*)

6. **Enter /confirm all** applicable information required in the **Dealer/Site Information** and **Contact Information** sections.
7. **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 device's **hardware key.** Example:



The characters are saved in Windows "clipboard" memory.

Note:

The hardware key illustrated here is an example only!

The hardware key characters must be copied from the hardware key document created earlier!

(cont.)

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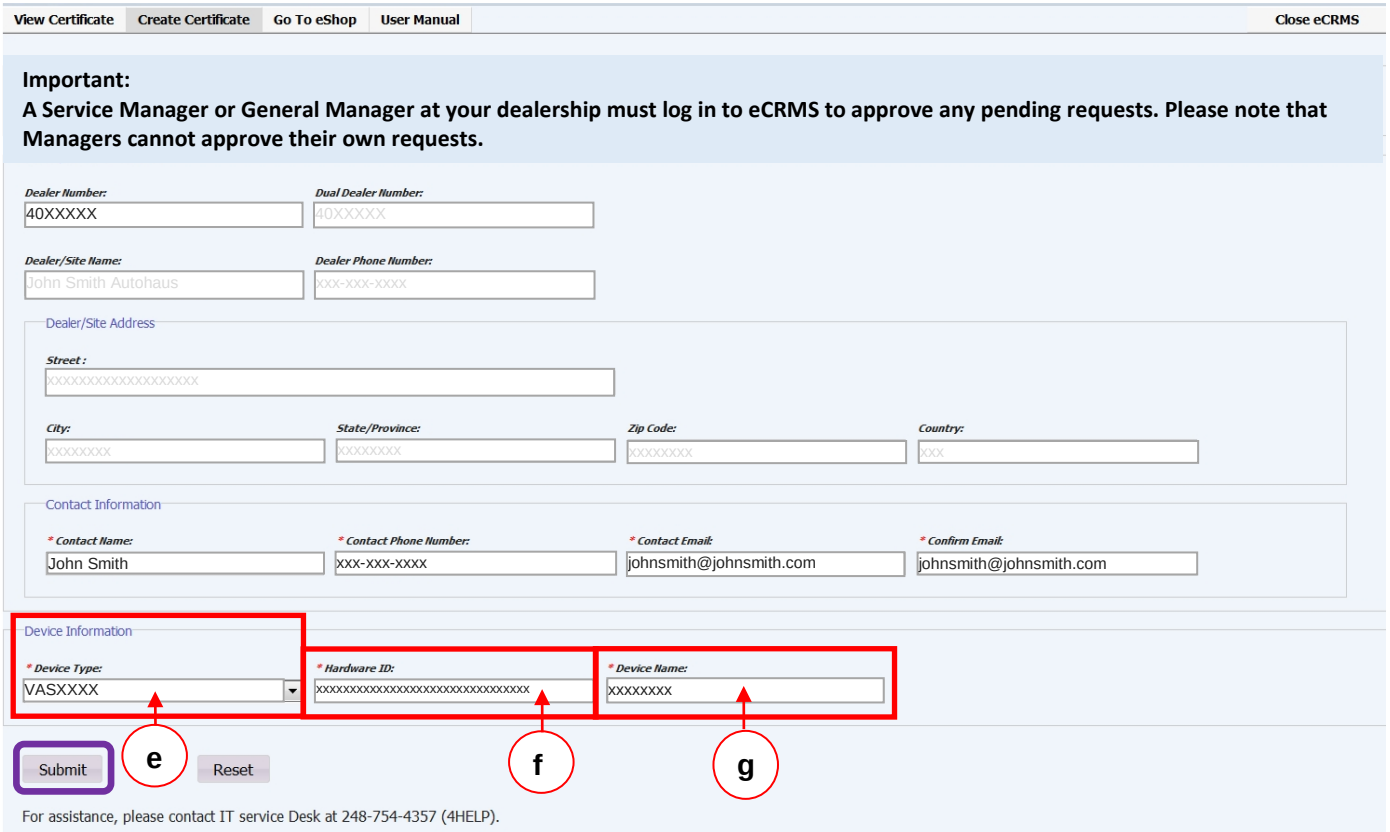
d. **Restore** the ***eCRMS*** browser session.

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 **32-character 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:**



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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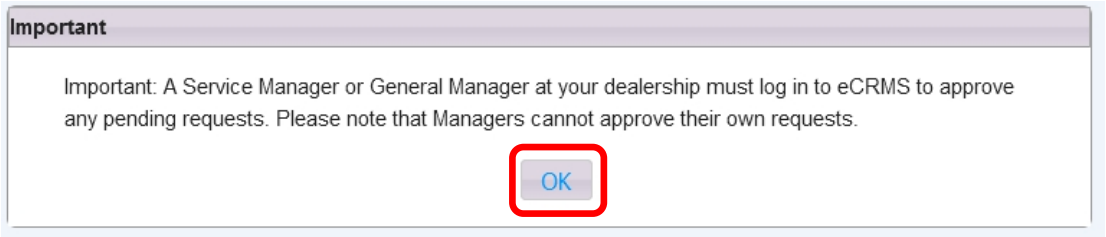
8. **Heed** the **Important** message, and then click **OK**:



9. **Note the Request Number** from the request summary, and then select **Close.**
10. From the eCRMS header, click **Close eCRMS**, and then **Close** Internet Explorer.

Close eCRMS and Internet Explorer steps are mandatory!

11. Inform a manager authorized to approve certificate requests of the **request number** and diagnostic device details, and ask that the request be approved as per the instructions in **Section 4.2 below.**

4.2 – Approve Certificate Request

Prerequisites:

- ☐ **The Approver *cannot be the same as* The Requestor.**
- ☐ *The request number is known.*

1. **Start Internet Explorer.**
2. Logon to **vwhub** and go to the **My Favorite Apps** or **All Apps** section.
3. Click the link to **ODIS Certificate Request Mgmt. System (*eCRMS*)** and complete the ***eCRMS*** logon.

The **View Certificate** page displaying all active and pending dealer certificates appears first by default.

4. Locate the pending request by its **Request Number** and **Pending Review** status:
5. Click the **Device Name** for the pending request:

Request Number	Device Name	Hardware ID	Status
42527	352535	72c83b8b8ad040c921c3c6034c205042	Active
42627	gsddsdsdg	72c83b8b8ad040c921c3c6035c205042	Active
42727	Test001	0b12ac04cf979e53af246738b6e5f65e	Active
42728	Test002	382b5410c12eecb71f8c81c470c17b91	Active
42729	6643ef918c699e00c168	6643ef918c699e00c16841d24d03978c	Active
42827	DSS test	0e8ec93100d72ed61905cb3b56a31a0b	Active
42828	59be54acf54e71e99277	59be54acf54e71e9927764fe2a16143e	Active
42829	JG HP Test	34c6af22d4cf1fed0a3b5da8a9f7463a	Pending Review

(cont.)

Note:
The* Request Number, Device ID *and* Hardware ID *information illustrated here are examples only. Each diagnostic device is unique!

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6. Confirm the request details from the summary, and then select **Approve:**

7. **Close** the request summary, and then **close** the eCRMS session.

When the certificate request is approved: A certificate is staged for download in eCRMS and a confirmation email is sent to the requestor.

☐ **Certificate Request and Approval steps completed. Proceed to Section 4.3 below**

4.3 – Download & Store Security Certificate

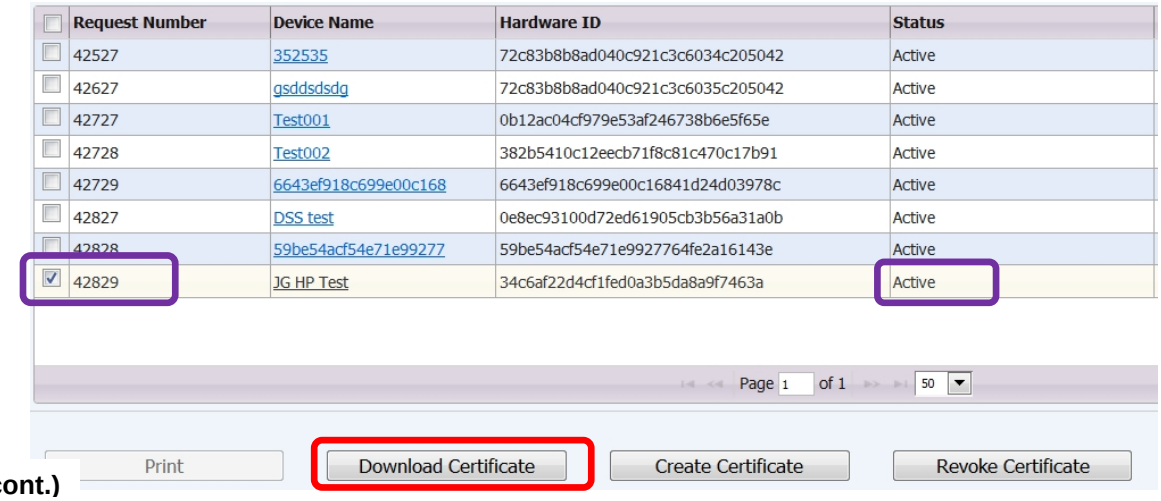
Prerequisite:

☐ ***The diagnostic device on which ODIS Service will be installed should be used to download and store the certificate.***

1. **Start Internet Explorer.**
2. Logon to **vwhub** and go to the **My Favorite Apps** or **All Apps** section.
3. Click the link to **ODIS Certificate Request Mgmt. System (*eCRMS*)** and complete the ***eCRMS*** logon.

The **View Certificate** page displaying all active and pending dealer certificates appears first by default.

4. Locate the approved certificate by its **Request Number** and **Active** status:
5. **Check** ☑ the certificate and then select **Download Certificate:**



Request Number	Device Name	Hardware ID	Status
42527	352535	72c83b8b8ad040c921c3c6034c205042	Active
42627	gsddsdsdg	72c83b8b8ad040c921c3c6035c205042	Active
42727	Test001	0b12ac04cf979e53af246738b6e5f65e	Active
42728	Test002	382b5410c12eecb71f8c81c470c17b91	Active
42729	6643ef918c699e00c168	6643ef918c699e00c16841d24d03978c	Active
42827	DSS test	0e8ec93100d72ed61905cb3b56a31a0b	Active
42828	59be54acf54e71e99277	59be54acf54e71e9927764fe2a16143e	Active
42829	JG HP Test	34c6af22d4cf1fed0a3b5da8a9f7463a	Active

(cont.)

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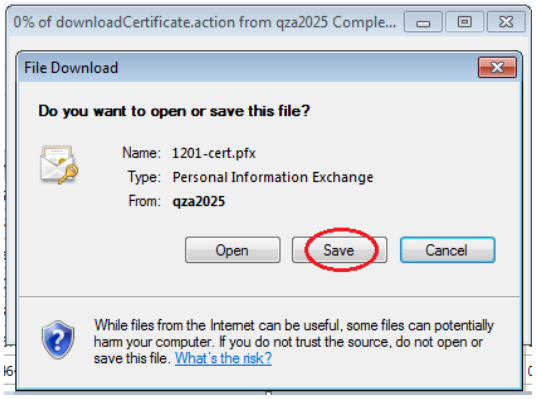
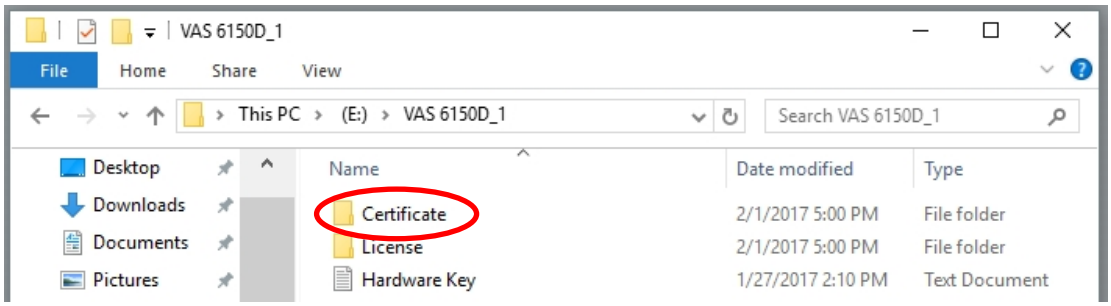
6. **Heed** the **Download Instructions** message, and then click **OK:**

7. Select **Save:**



8. **Navigate** to the **device folder on the diagnostic device desktop**, and **Save** the certificate in the **Certificate** subfolder:



Ensure the certificate file appears as being saved in the **Certificate** subfolder.

9. From the **eCRMS header**, click **Close eCRMS.**

10. **Close Internet Explorer.**

Note:

Be sure to save a copy of the certificate on the backup USB flash drive as well!

☐ **Certificate Download steps completed. Proceed to** **Section 4.4 – Page 23**

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4.4 – Import Security Certificate to Windows

4.4.1 – General Information

Certificate importation to Windows authorizes Windows - Internet Explorer to access the VWAG web-server for ODIS Service application and diagnostic data file downloads.

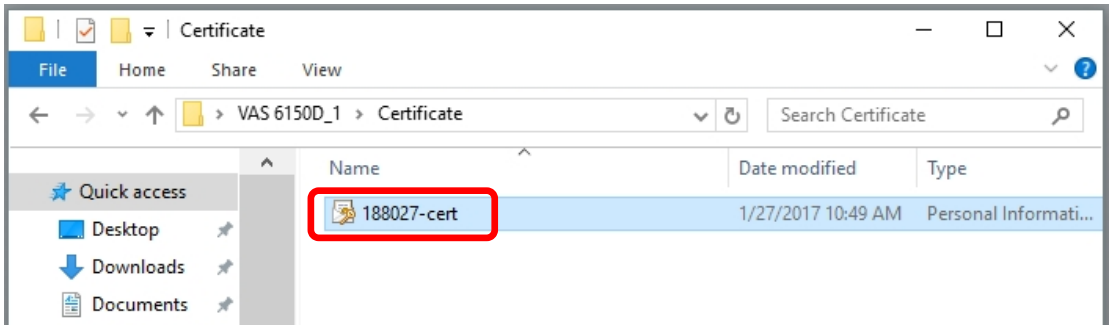
The diagnostic device's **hardware key must be entered as a password** during certificate importation.

Prerequisites:

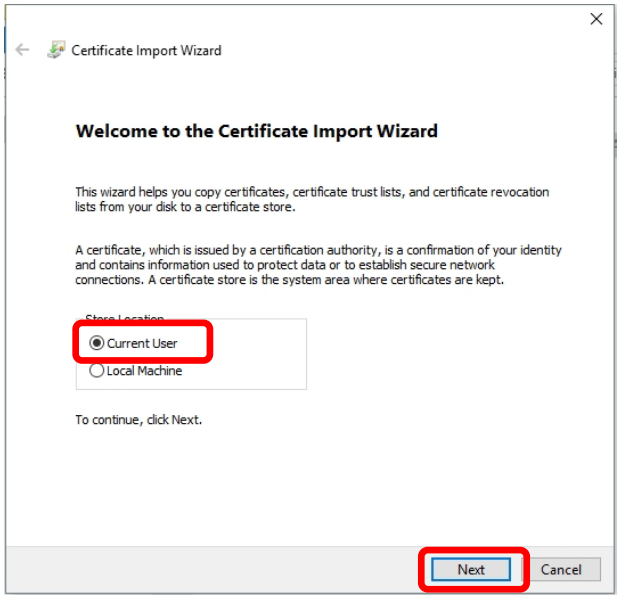
- ☐ *Security certificate saved to device folder on diagnostic device desktop and backup USB flash drive.*
- ☐ *Diagnostic device plugged in to power adapter and booted to Windows desktop.*

4.4.2 – Importation

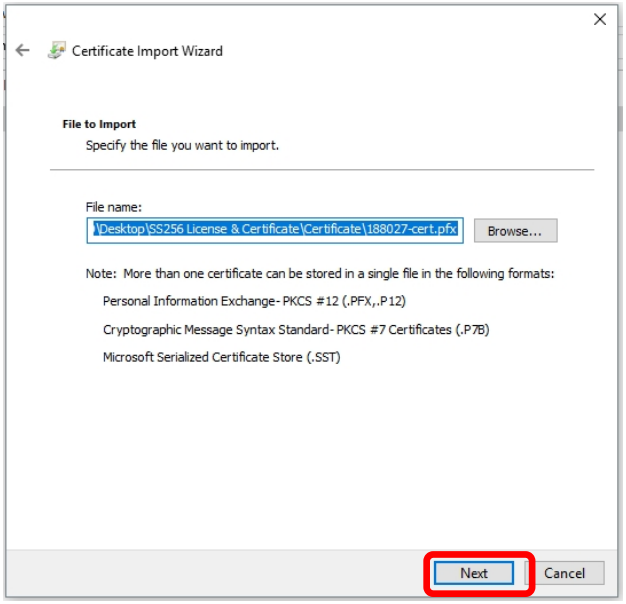
1. Navigate to the **device folder** on the Windows desktop, and then **Open** the **Certificate** subfolder:
2. **Double-click the certificate file:**



3. Select **Current User**, and then select **Next: . . . Next:**



. . .



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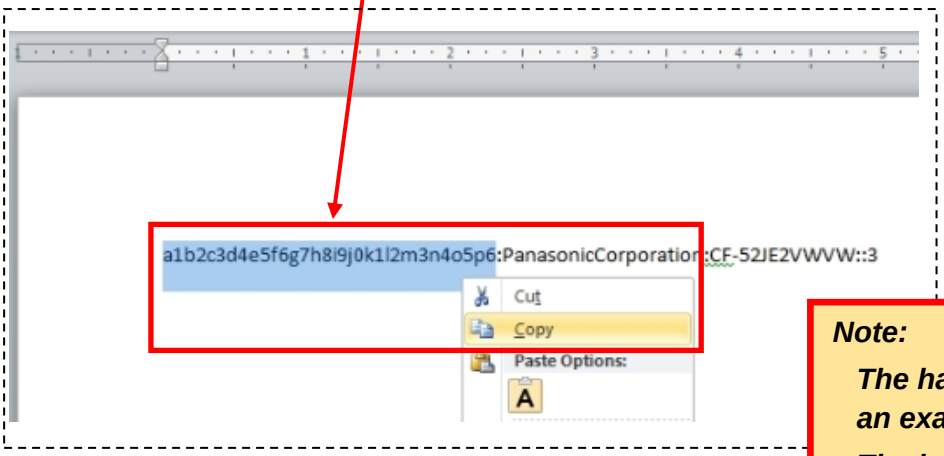
4. From the **device folder** on the Windows desktop**, Open** the **Hardware Key** document:
5. **Select** and **Copy** **the first 32 characters (only)** of the device's **hardware key.**

Example:



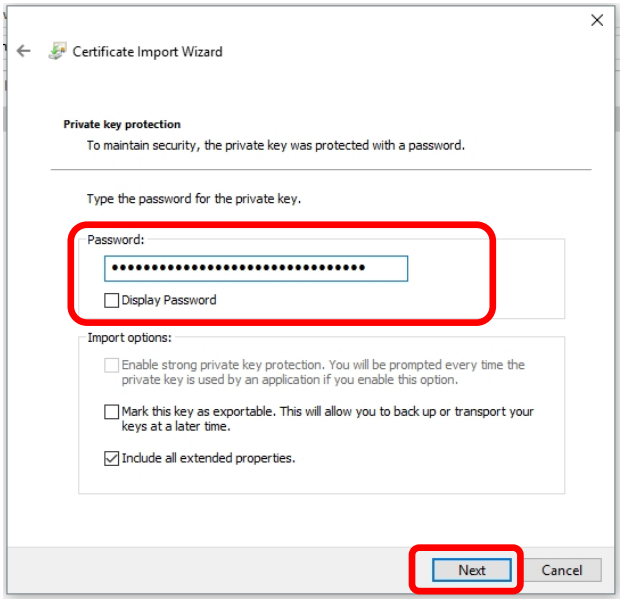
The characters are saved in Windows "clipboard" memory.

Note:

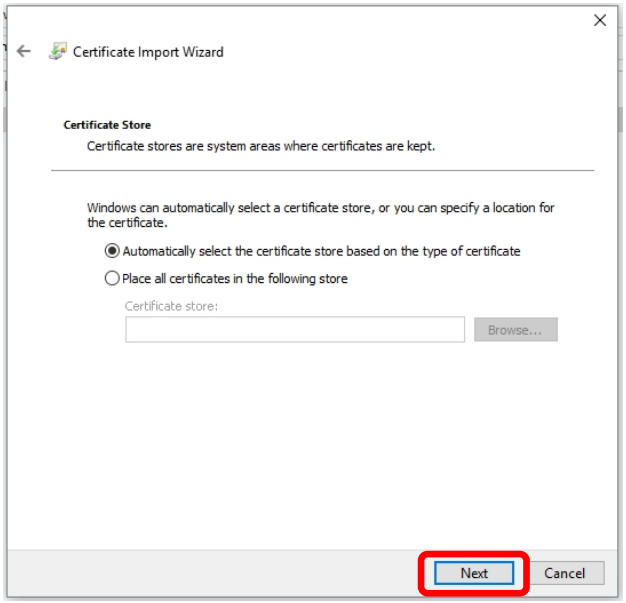
The hardware key illustrated here is an example only!

The hardware key characters must be copied from the hardware key document created earlier!

6. **Paste** the 32-characters into the **Password:** entry field, and then select **Next: . . . Next:**



. . .



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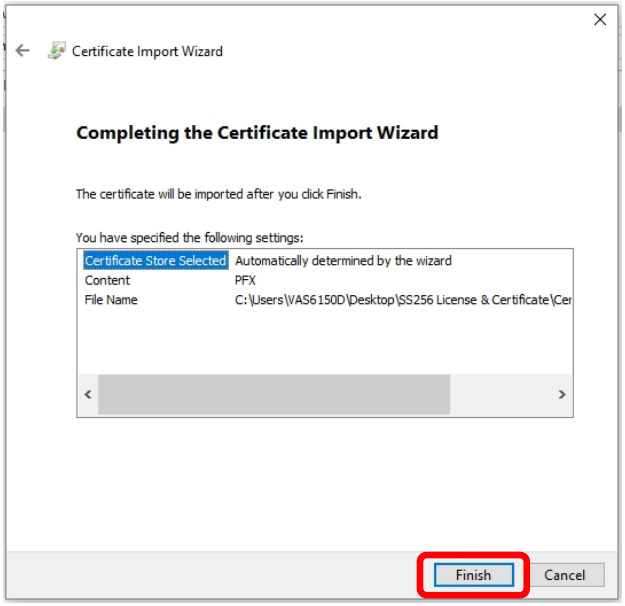
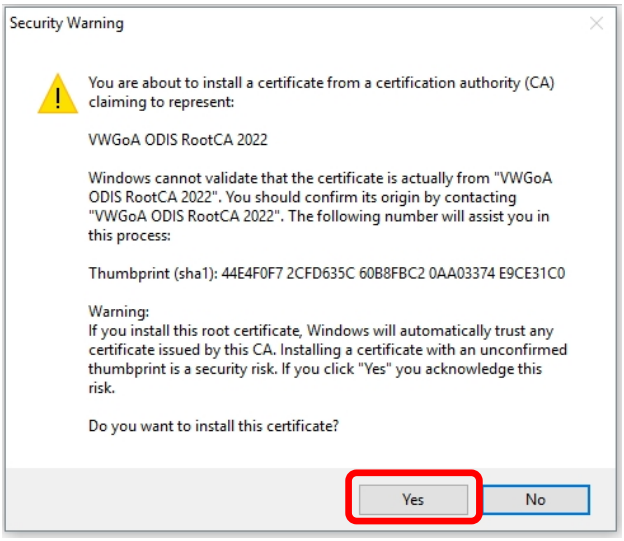
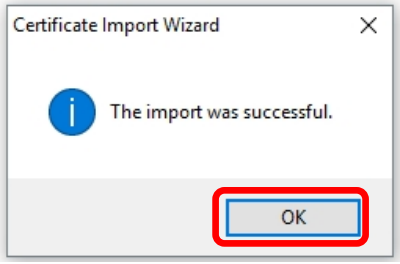
7. Select **Finish . . . Yes:**





8. Click **OK:**



Preparation, License & Security steps completed.

Proceed with <u>Installation Phase 2 – Software Installation & Configuration Instructions</u>

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