



Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-17-06

Subject: Uninstallation and Reinstallation Instructions

Date: Feb. 08, 2017

Supersedes VOS-16-11 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.**
- 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.** Revisions may be issued at any time. Always check ServiceNet for the latest version.

Service Information

1.0 – Introduction

1.1 – General Information – Must Read!

This document describes the **uninstallation of a malfunctioning version of ODIS Service**, and its **reinstallation on the existing (not recovered) Windows system**.

Separate uninstallation and related information are provided for Windows® 7 and Windows 10 devices. Please review the section titles and cross-references carefully.

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

- ☐ **Device operating system is known: Windows® 7 or Windows 10 (not recovered)**
- ☐ 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**
- ☐ Antivirus software and network firewall temporarily disabled (where applicable)
- ☐ Diagnostic device connected to power adapter and booted to Windows desktop
- ☐ Diagnostic tablets: USB mouse and keyboard connected (for easier inputs)
- ☐ A Windows 7 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 **device folder** on the device desktop to store copies of the **license** and certificate files, and text document with the device hardware key. **Locate the folder with the stored files now!**

If an **alternate storage location** was chosen for the license etc. files, **determine that location now!**

➤ **Uninstallation on Windows 7: [Ref. Section 2.2 – Page 3](#)**

➤ **Uninstallation on Windows 10: [Ref. Section 2.3 – Page 4](#)**

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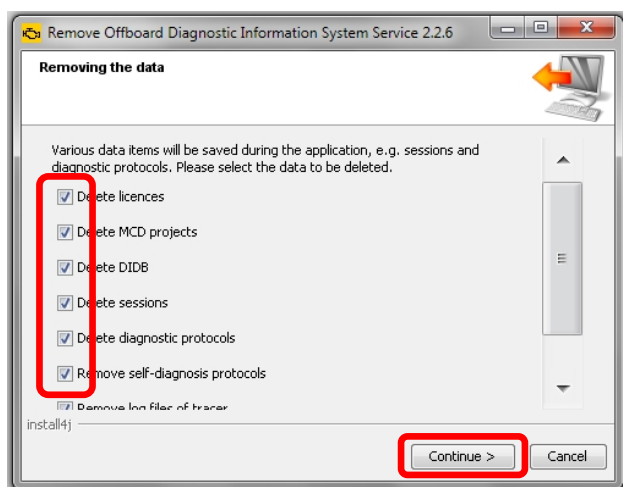
2.2 – Uninstall ODIS Service – **Windows 7**

Uninstallation Tip for Pros:

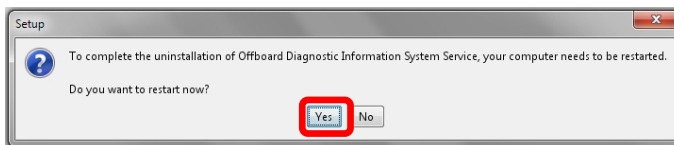
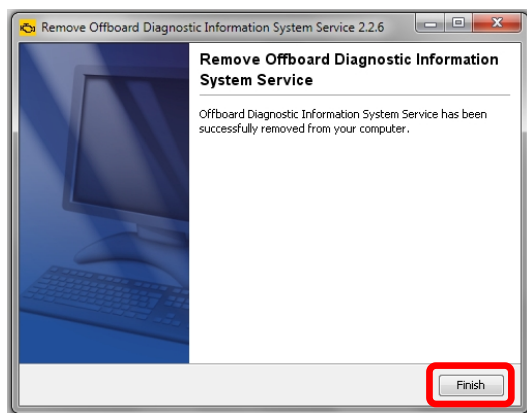
*If you are not aware of, or have not recorded the **Email Outgoing Server** configuration settings in ODIS Service, please **note them now to re-apply during post-setup configuration!***

*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.

- Reinstallation: [Ref. Section 3.0 – Page 6](#)

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2.3 – Uninstall ODIS Service – Windows 10

Uninstallation Tip for Pros:

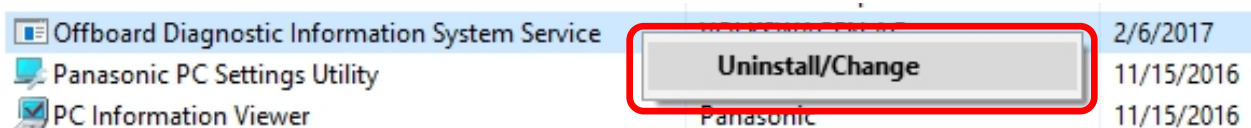
If you are not aware of, or have not recorded the Email Outgoing Server configuration settings in ODIS Service, please note them now to re-apply during post-setup configuration!

Go to: ODIS Service > Admin > Support > E-mail outgoing server ...and record the various settings.

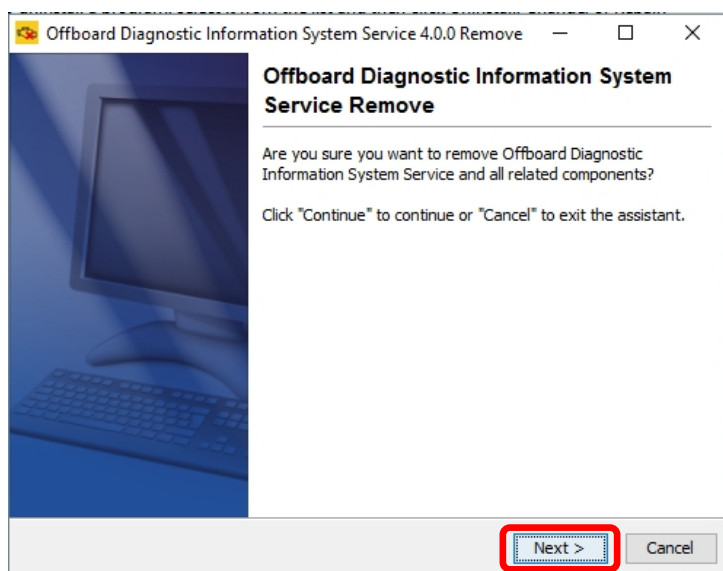
Note:

The ODIS Service uninstallation routine on Windows 10 cannot be initiated from the program listing in the Windows Start menu.

1. Open Control Panel and click the  **Programs and Features** category.
2. Right-click the ODIS Service program listing as illustrated, and then select **Uninstall/Change**:



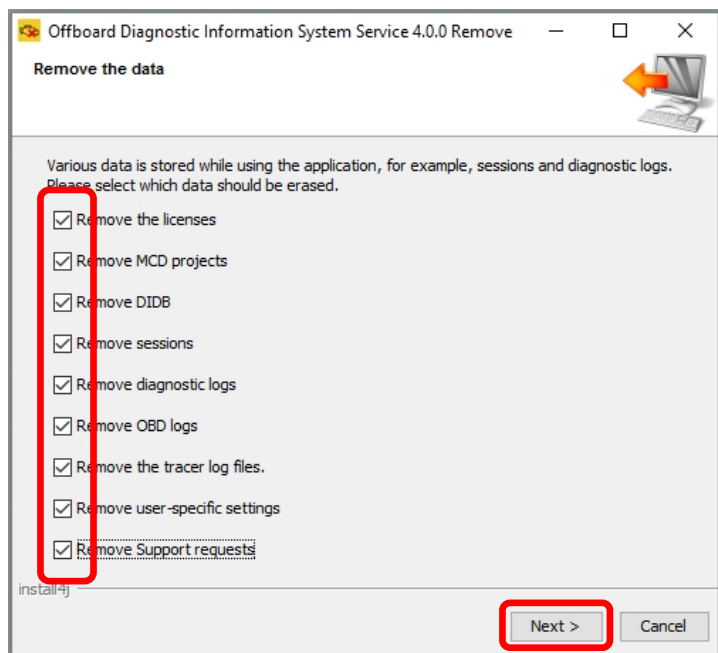
3. Select **Next**:



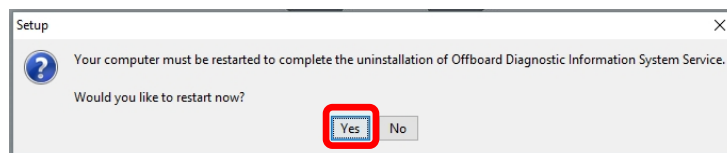
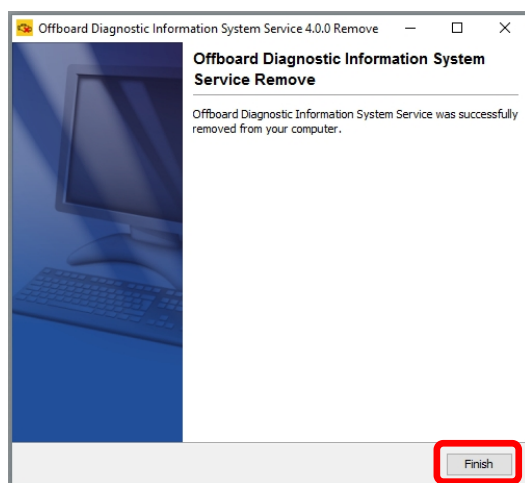
(cont.)

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4. **Check all boxes** in the prompt window (scroll down), and then select **Next**:



5. **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 6](#)

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3.0 – Reinstallation & Configuration

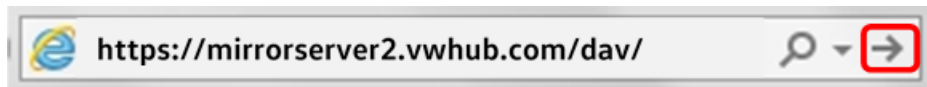
3.1 – Download & Install Application Data – “Single Setup”

Notes:

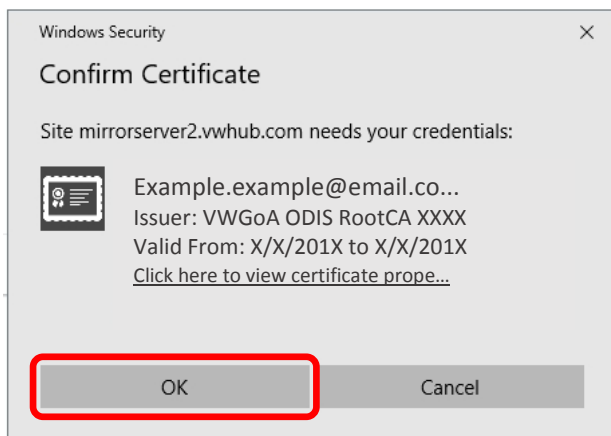
- The following steps illustrate the Single Setup process on device with **Windows 10**.
- The process screens on a device with **Windows 7** are similar.

1. Open Internet Explorer

- Carefully enter the VWAG Group Services web-server URL into the browser's address bar exactly as illustrated below, 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 **web-server Indexes** in the following order:

- **Odис/**
- **Trade-Retail/**
- **software/**
- **installation/**

(cont.)



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5. From the Index list, double-click the **latest ODIS Service installation version .exe** (listed by date):

Index of /dav/Odis/Trade-Retail/software/installation			
Name	Last modified	Size	
Parent Directory			
ARIALUNI.TTF	06-Apr-2016 04:52	22M	
ODIS 3.1.0 CHECK V1.0.2 DE.exe	17-May-2016 22:09	46M	
ODIS 3.1.0 CHECK V1.0.2 EN.exe	17-May-2016 22:07	46M	
ODIS Service Quick Guide for Service Partners DE v4.pdf	30-Aug-2016 22:02	1.2M	
ODIS Service Quick Guide for Service Partners EN v4.pdf	30-Aug-2016 22:02	2.5M	
OffboardDiagSetup-Service VWMCD 3 1 0-RC384P P3 B32 3 8 1.exe	21-Jun-2016 22:02	630M	
OffboardDiagSetup-Service VWMCD 3 1 1-RC387P B32 6 1 6.exe	23-Aug-2016 21:02	627M	
OffboardDiagSetup-Service VWMCD 3 1 2-B32 7 2 10.exe	20-Sep-2016 22:25	649M	
OffboardDiagSetup-Service VWMCD 3 1 3-B32 8 2 1.exe	08-Nov-2016 22:09	631M	
OffboardDiagSetup-Service VWMCD 4 0 0-B40 X_X.exe	07-Feb-2017 XX:XX	XXXM	

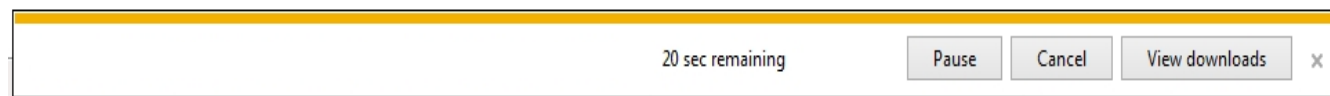
Note:

The installation version illustrated here is an example only! Versions are updated regularly. Always download the latest version by date!

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.

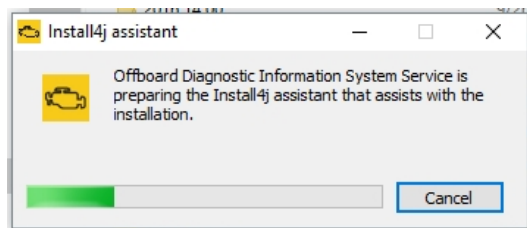
(cont.)



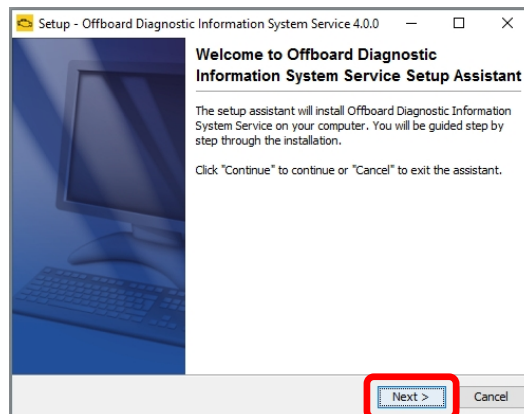
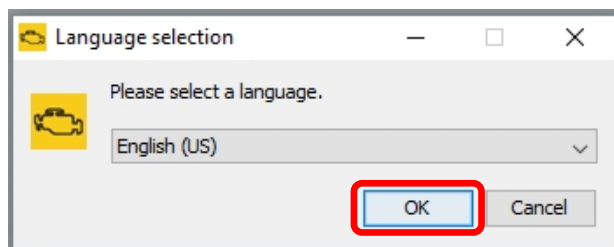
Volkswagen

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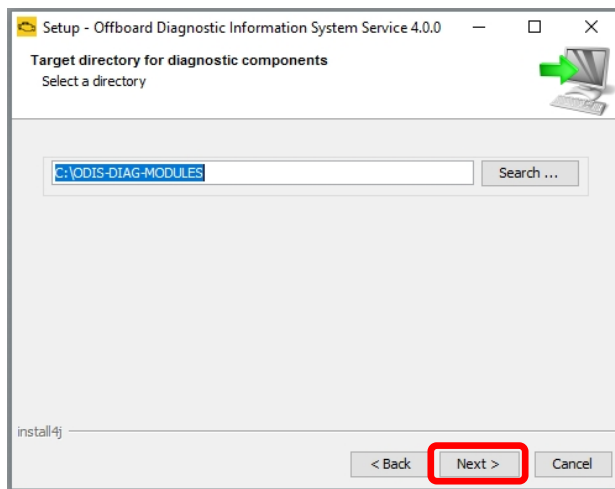
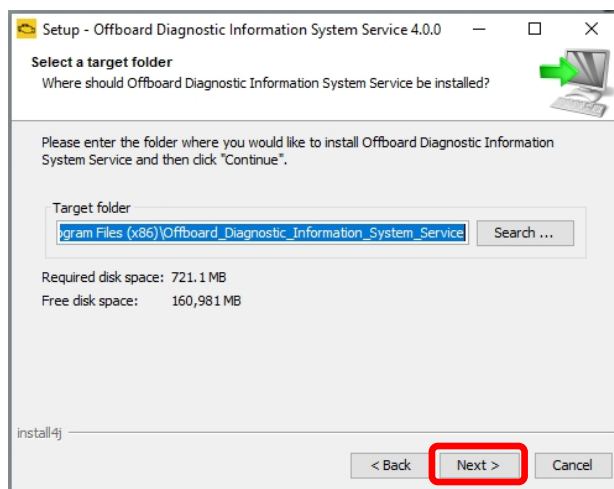
9. No action needed:



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



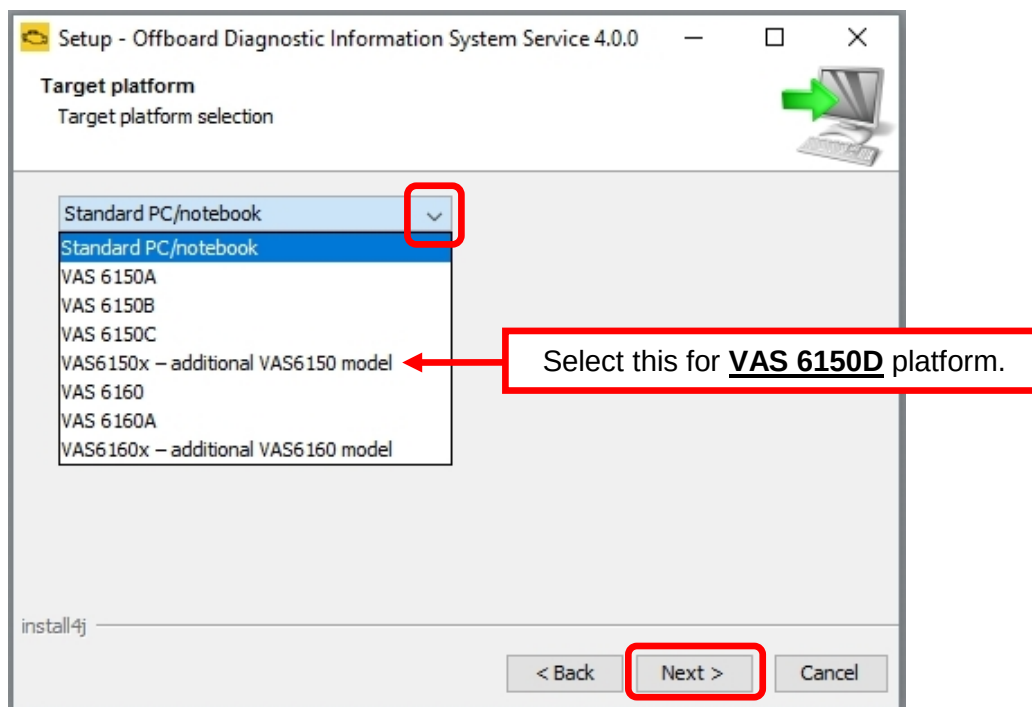
11. Select **Next** . . . Next:



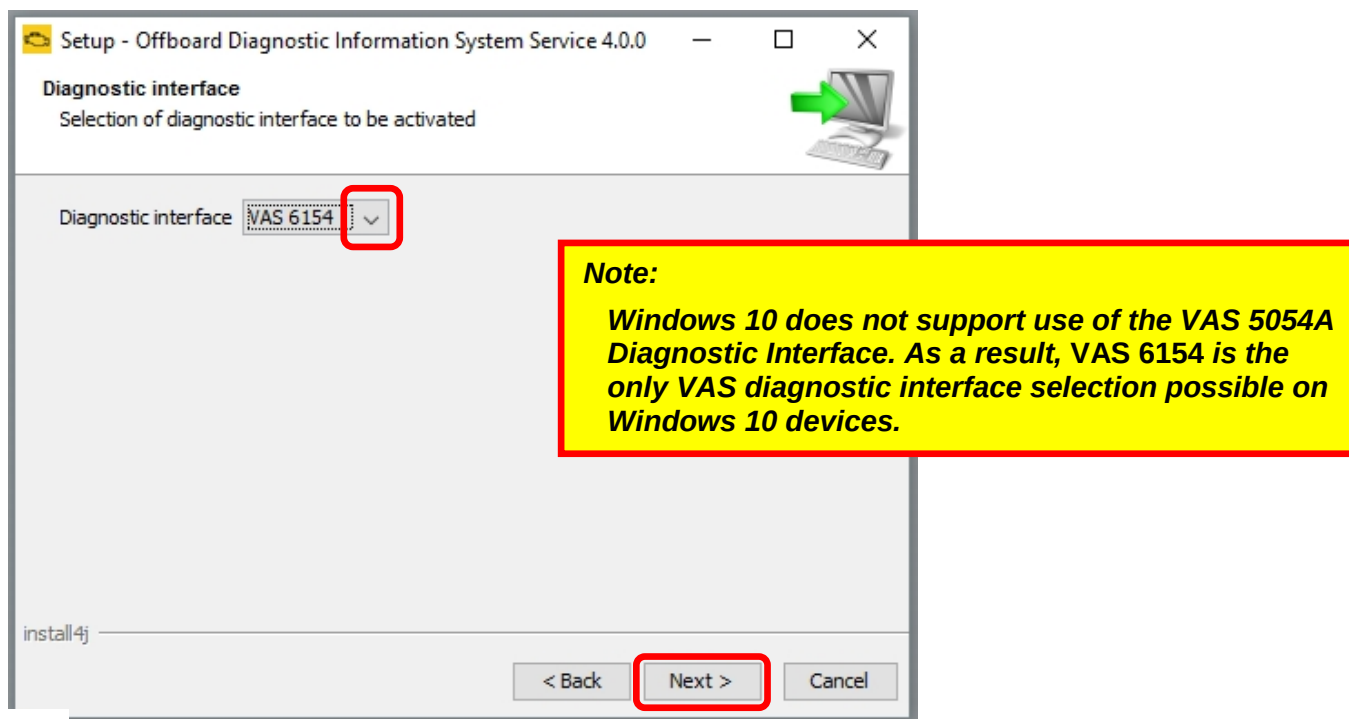
(cont.)

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12. Click the **Target platform dropdown selection arrow**, select the **diagnostic device model number or type** that applies to the device, and then select **Next**:



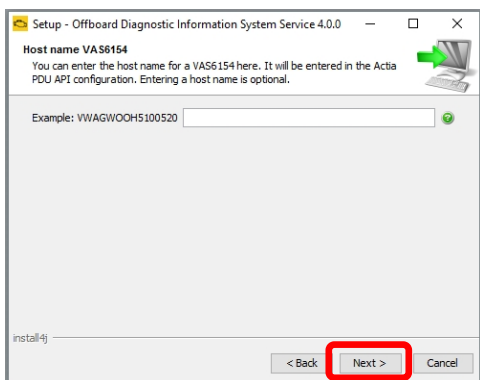
13. Click the **Diagnostic interface dropdown arrow**, and then select the applicable diagnostic interface: **Either VAS 5054, OR VAS 6154** (ref. **Note**: below), and then select **Next**:



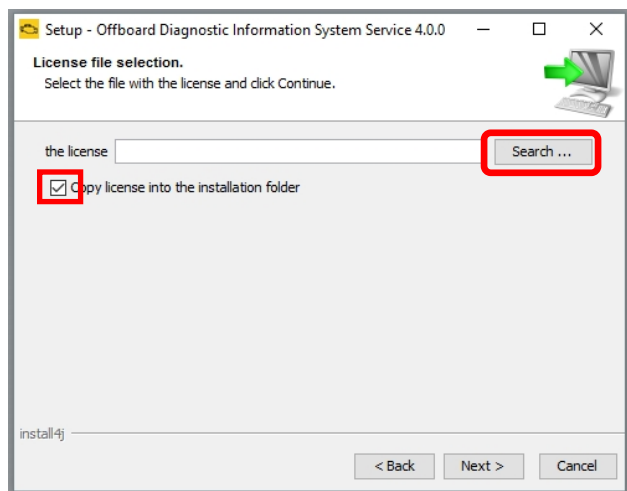
(cont.)

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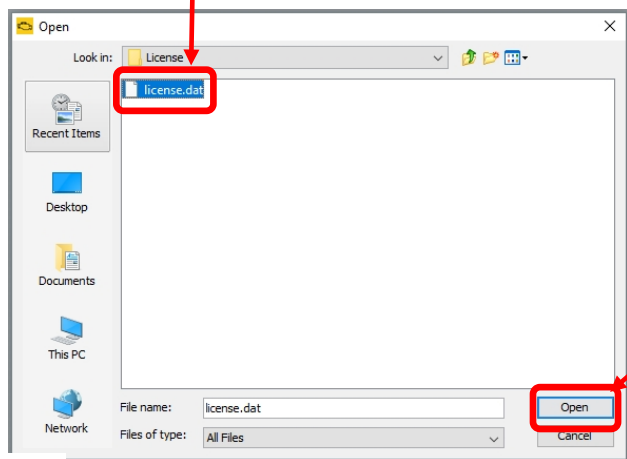
14. **Windows 7 with VAS 5054A:** Select **Next** to confirm the **Bluetooth device connection**.
15. **Windows 7 and 10 with VAS 6154:** Select **Next:** (Entering a hostname is optional.)



16. Ensure **Copy license to the license folder** is checked, and then click **Search....**:



17. **Open** the **device older** on the Windows desktop or other location, and **Open** the **“License”** subfolder.
18. **Select / highlight** the license (.dat) file (**DO NOT double-click**), and then click **Open**:



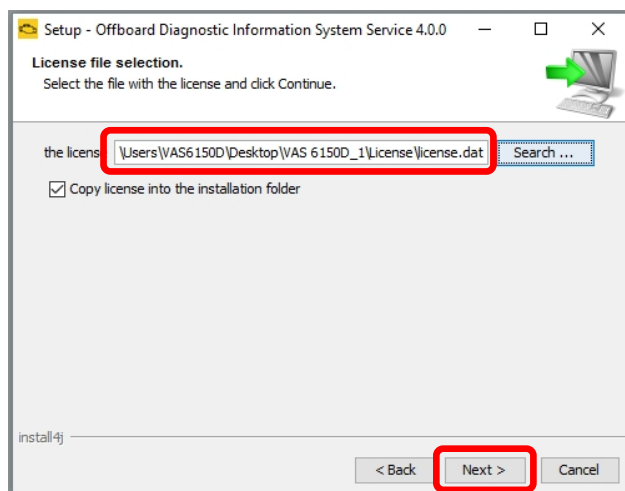
Note:

DO NOT double-click the license file (to open it) in its saved locations!

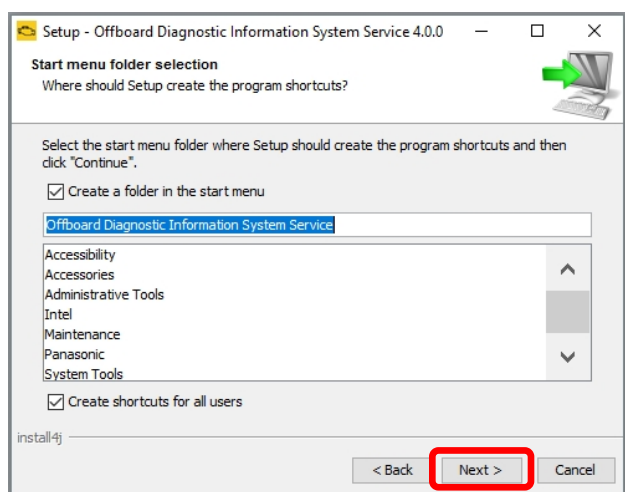
(cont.)

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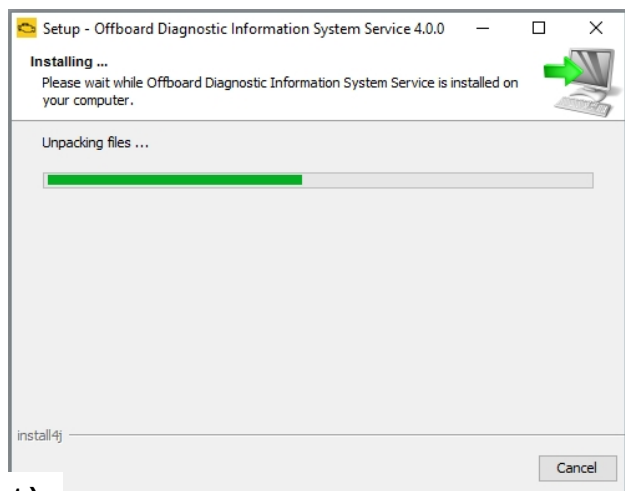
19. Ensure the **license file directory path** appears in the **installation window**, and then select **Next**:



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



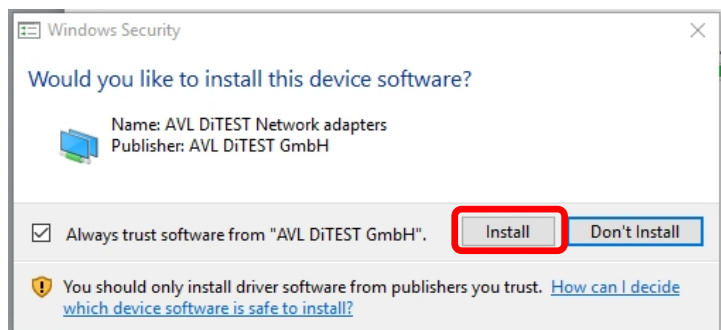
21. **Wait** while several different phases of the installation take place:



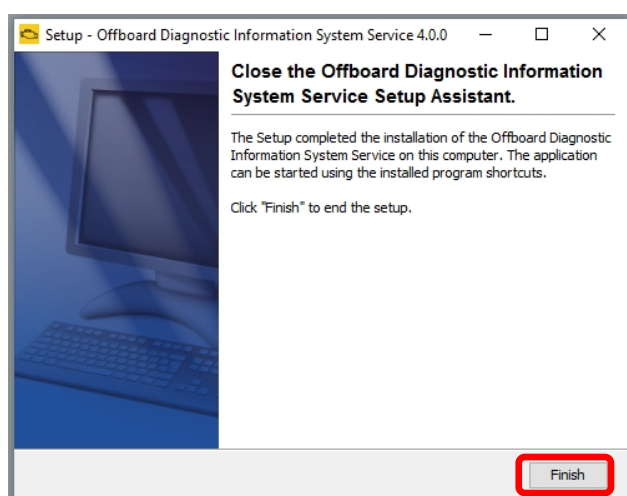
(cont.)

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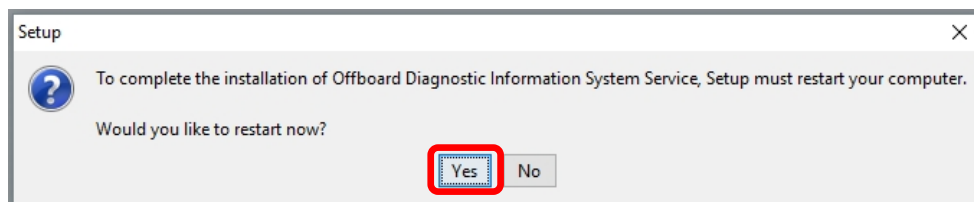
22. Select **Install**:



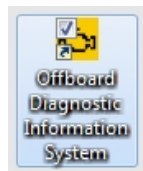
23. Click **Finish**:



24. Select **Yes**:



25. When the device restarts... confirm that the **Offboard Diagnostic Information System** program icon appears on the Windows desktop:



Note:

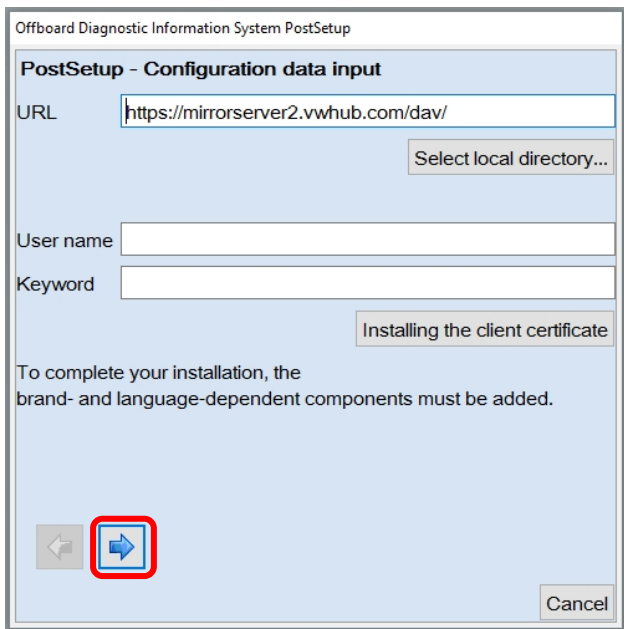
If the ODIS Service program icon does not appear on the desktop, and the Diagnostic Interface software icon does not appear on Windows 7, uninstall and re-install ODIS Service.

Single-Setup steps completed. Proceed to [Section 3.2 – Page 13](#)

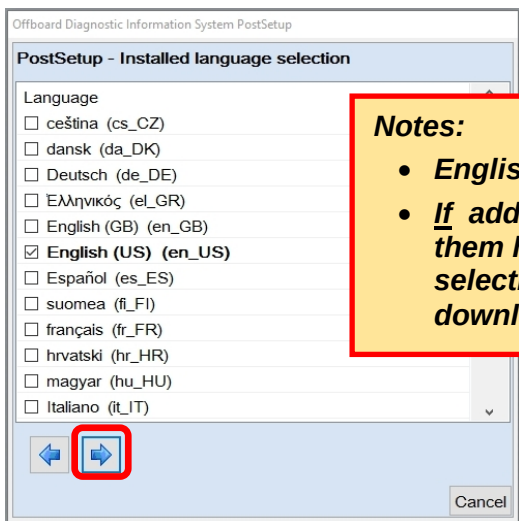
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3.2 – Diagnostic Database Download & Installation – “Post-Setup”

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



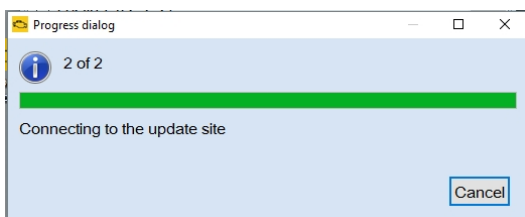
2. Heed the **Notes:** and then click the **Forward Arrow** button:



Notes:

- **English is the default language selection.**
- **If additional user interface languages are desired, select them here before proceeding. However, please note that selecting additional languages significantly increases the download and installation time!**

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



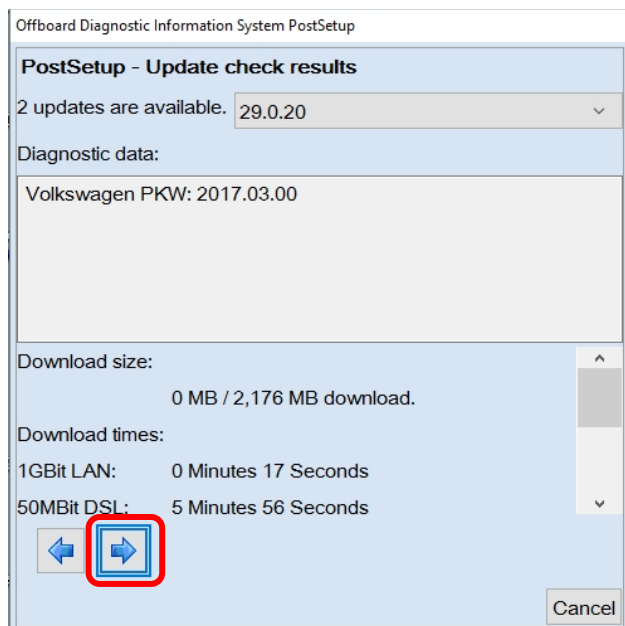
(cont.)



Volkswagen

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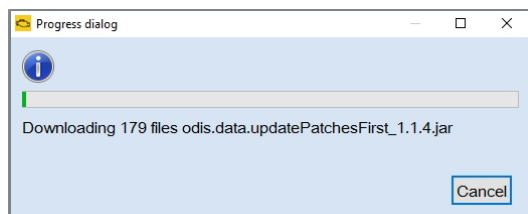
4. Click the **Forward Arrow** button:



Notes:

- The diagnostic data version information illustrated here **is an example only!** Versions are updated regularly.
- The version(s) listed in the example reflect the Brand(s) associated with the license file. The association is based on the dealership's status, either **Single** or **Dual**.

5. **Wait** while the diagnostic data download and installation takes place:



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.

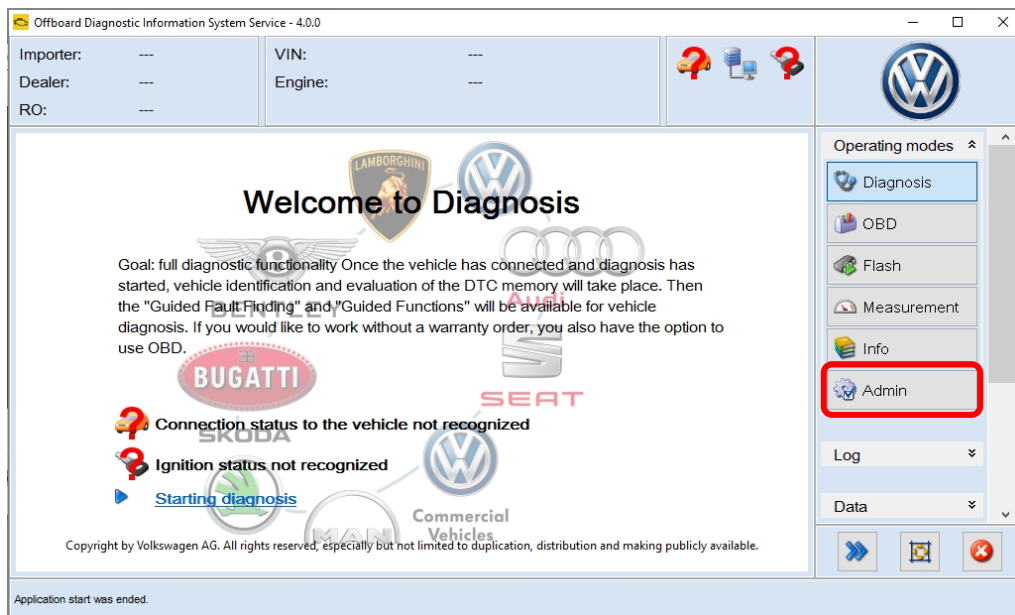
Postsetup – Diagnostic Data Installation steps completed. Proceed to [Section 3.3 – Page 15](#)

Service Information

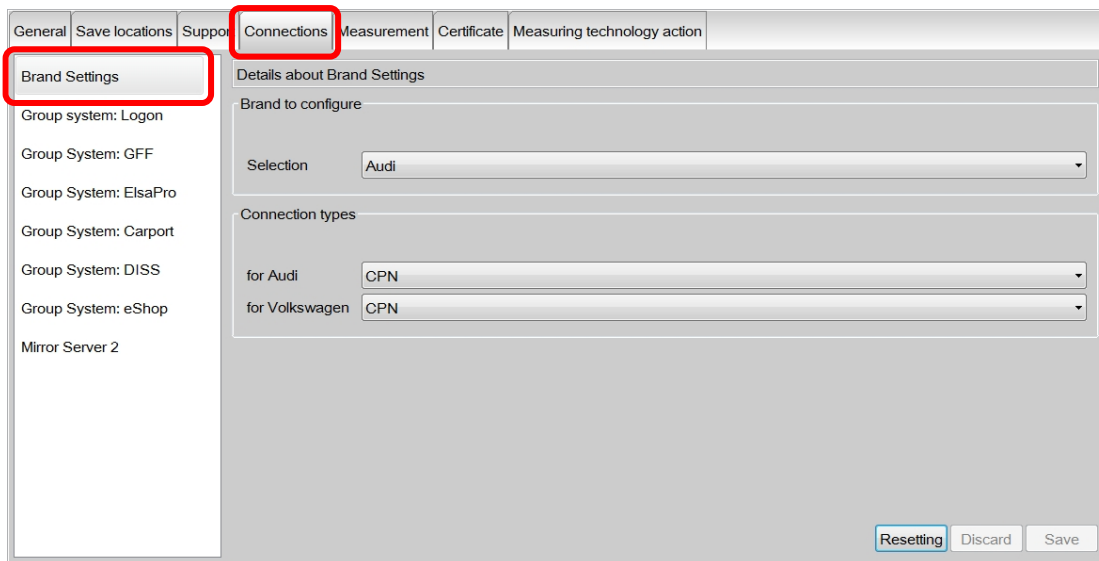
3.3 – Configure Connection Type

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

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



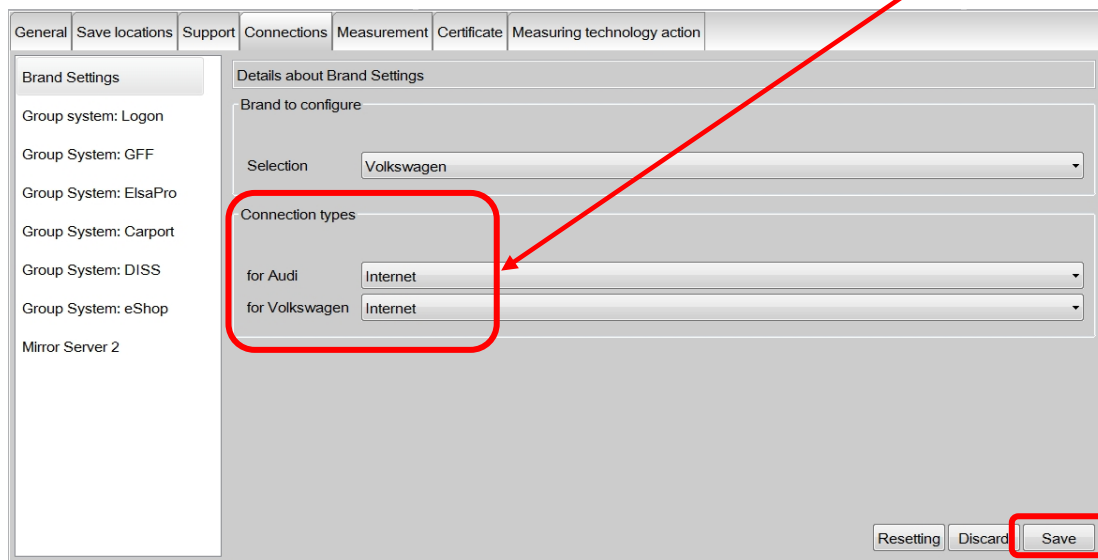
1. Select the **Connections** tab. The **Brand settings** subsection is displayed first by default:



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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:**



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**

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3.4.2 – Configure Peripheral Hardware

Perform the configurations and confirmations specified below as applicable.

Diagnostic Interface & Test Instruments Box Configurations

☐ **Windows 7 with VAS 5054A:**

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

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

☐ **Windows 7 & 10 with 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.**
