# Service Information

Volkswagen

**Offboard Diagnostic Information System Service (ODIS Service)** **Number: VOS-17-05**

**Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions** **Date: Feb. 08, 2017**

***Supersedes VOS-16-28 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 and heed all instructions cross-referenced in other Service Information documents**.*
- ***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 – Must Read!

This document describes the **download, installation** and **configuration** of **ODIS Service diagnostic software** on diagnostic laptop and tablet devices. These instructions apply to initial installations on new devices, i.e.: ODIS Service not previously installed, and reinstallation on existing devices, i.e.: where the Windows system was recovered.

Instructions for the initial installation of ODIS Service on new devices are broken down into **two separately-titled instruction document "Phases": Installation Phase 1** and **Installation Phase 2. The Phase 1 instructions must be completed on new devices before proceeding with these Phase 2 instructions.**

**Some instructions differ slightly between Windows 7 and Windows 10 devices. Please heed the Section titles, instruction step callouts and *Notes:* carefully.**

Checkboxes are provided throughout this document to note fulfilled prerequisites and completed sections.

***Notes:***

- ***As of December 2015, the download and installation of ODIS Service software takes place via a Volkswagen AG (VWAG) Group Services web-server.***
- ***Installation DVDs are no longer used. To prevent confusion, please locate and discard all previous installation version DVDs.***

### 1.2 – Preparation Overview

The preparation guidelines in Section 2.0:

- Ensure diagnostic device eligibility for ODIS Service installation and use.
- Ensure that the requisite license and certificate files were obtained and stored. (Phase 1 Instructions completed.)
- Address device physical and dealership network issues to ensure trouble-free downloads and installations.

### 1.3 – Process Overview – Must Read!

The software download, installation & configuration processes covered in Sections 3.0 and 4.0 place in the following stages:

- ☐ Download and install the latest application data from VWAG Group Services web-server
- ☐ Import security certificate to application
- ☐ Download and install diagnostic database from web-server
- ☐ Configure ODIS Service installation



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## 2.0 – Preparation

### 2.1 – Diagnostic Device Hardware & Network Prerequisites

- ☐ ***Device operating system*** *is known: Either* ***Windows 7 or Windows 10****.*
- ☐ *Device must have functional USB functions.*
- ☐ *Network connection: Ethernet cable or WLAN. (Minimum recommended network download speeds:* **6 Mbps** *(single brand) or* **8 Mbps** *(dual brand).)*
- ☐ ***The diagnostic Interface*** *that will be used is known: Either* **VAS 5054A** *or* **VAS 6154***.*
- ☐ *Device connected to 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

| | Prerequisites Checklist |
|---|---|
| ✓ | The following **Installation Phase 1 – Preparation, License & Security Certificate Process** instruction steps are completed and outcomes obtained: |
| | **File Preparation:** |
| | Diagnostic device assigned a "Device ID" |
| | Primary and backup **"device folders"** created for license and security certificate storage. |
| | **License Process:** |
| | License requested from eShop and license request approval email received |
| | **License file downloaded from eShop to device folder on the diagnostic device desktop and device folder on backup USB flash drive** |
| | **Security Certificate Process:** |
| | Certificate requested from eCRMS and certificate request approval email received |
| | **Certificate file downloaded from eCRMS to device folder on the backup USB flash drive and copied to the device folder on the diagnostic device desktop** |
| | **Certificate was imported to Windows (mandatory to enable connection to web-server)** |

**ATTENTION!**

**Software download and installation is NOT possible without the certificate previously imported to Windows, and the availability of the device-specific license and certificate files and recorded hardware key.**

**Do Not attempt installation if the above were not prepared /available!**



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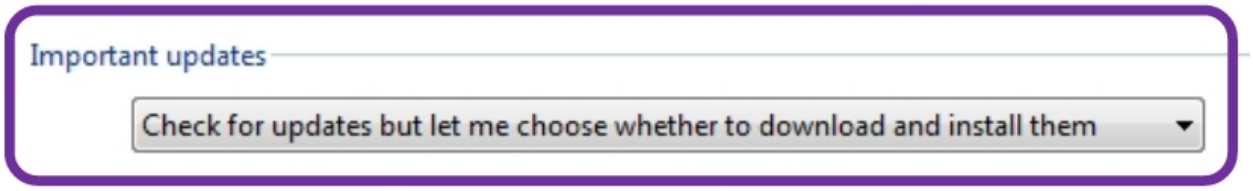
## 2.3 – Windows® 7 Prerequisites

### 2.3.1 – Confirm Windows Update Setting

To ensure trouble-free ODIS Service software download and installation, diagnostic devices with Windows 7 **must not be downloading or installing Windows updates at the same time.**

To 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.**

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 5**



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## 3.0 – Installation

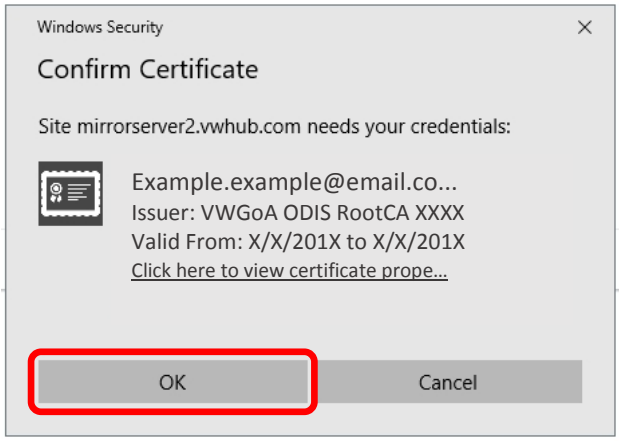
### 3.1 – Download & Install Application Data – "Single Setup"

***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**
2. 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:
   - **Odis/**
   - **Trade–Retail/**
   - **software/**
   - **installation/**

**(cont.)**



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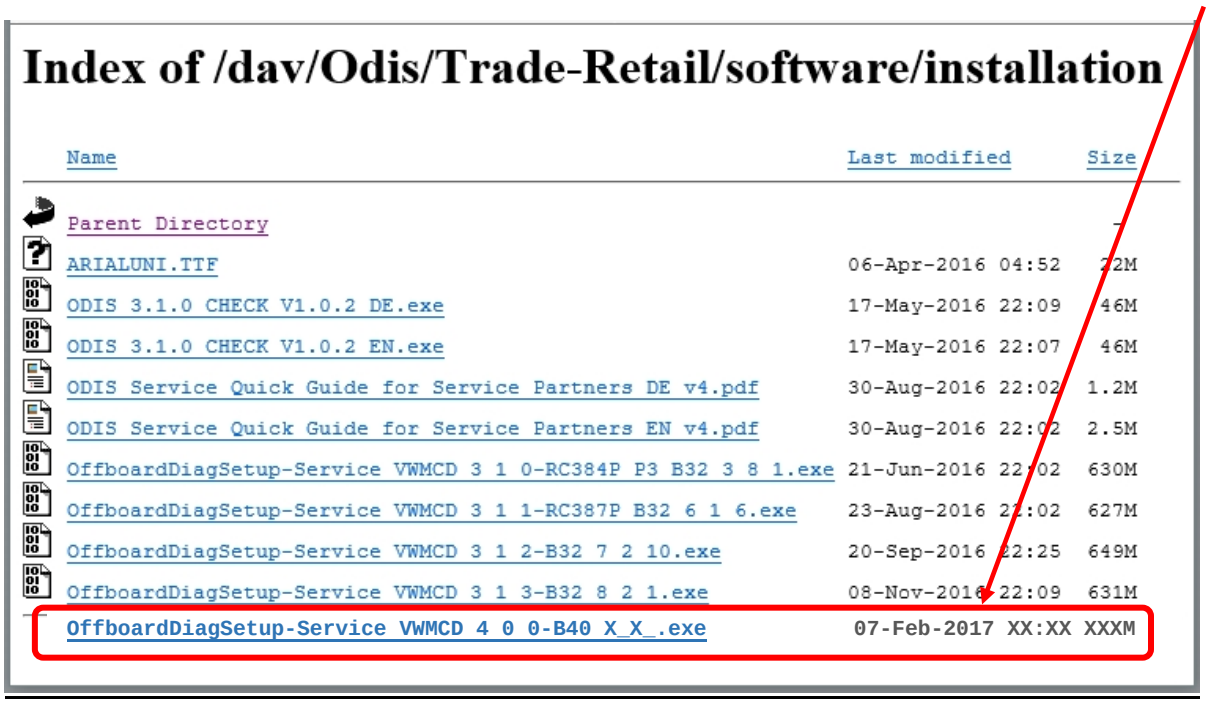
5. From the Index list, double-click the **latest ODIS Service installation version** **.exe (listed by date):**

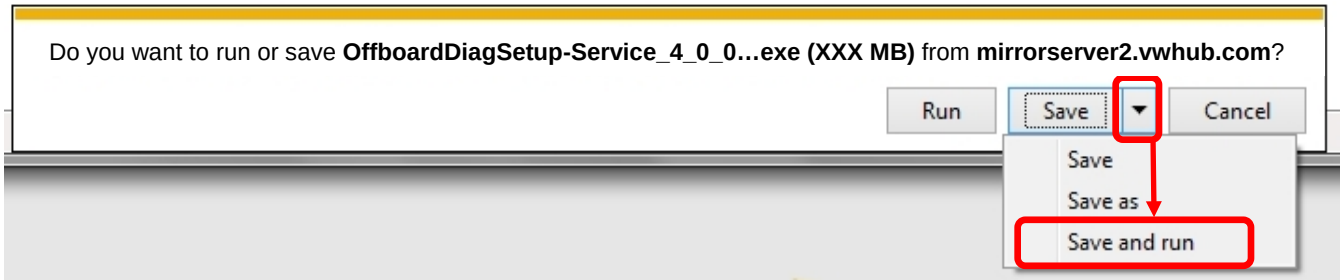


Index of /dav/Odis/Trade-Retail/software/installation

| 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 22:02 | 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.

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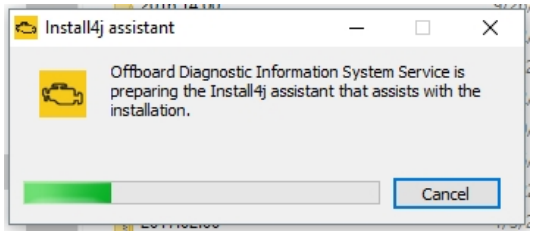
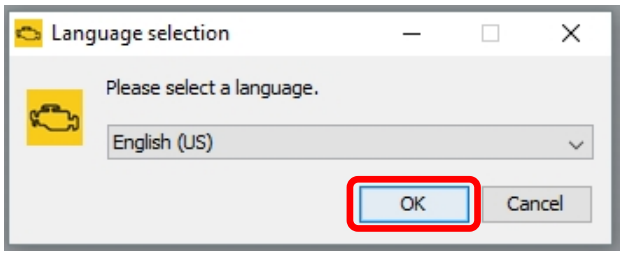
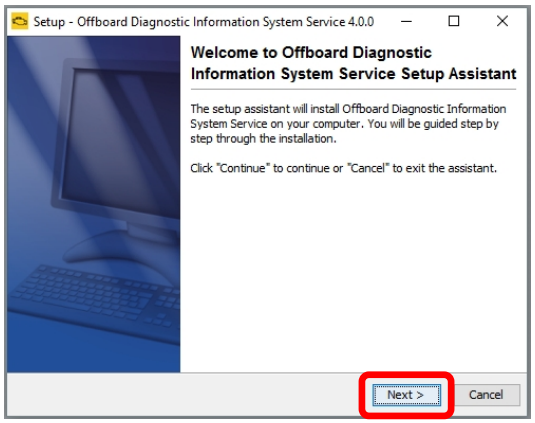
9. No action needed:



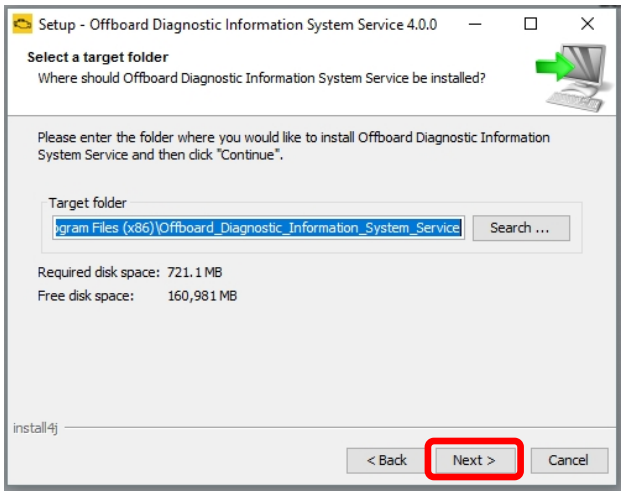

10. Confirm **English (US)** is selected, and then select **OK . . . Next:**



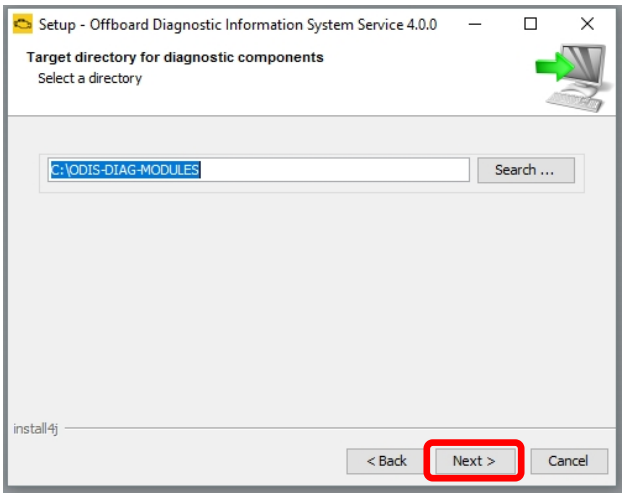

. . .




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




. . .

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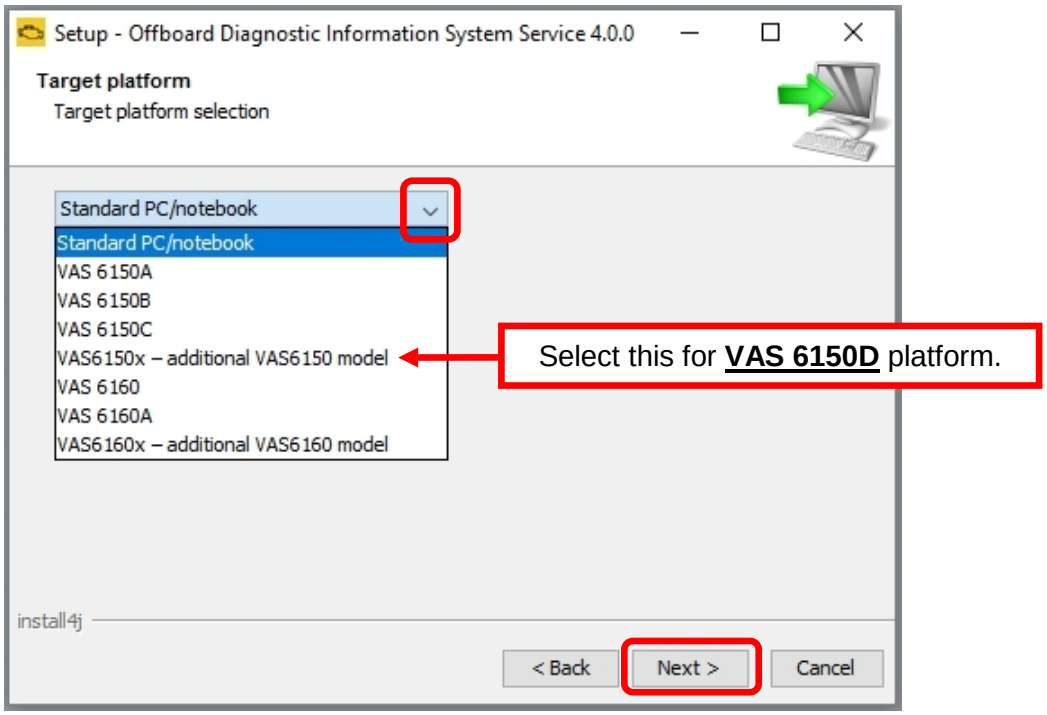
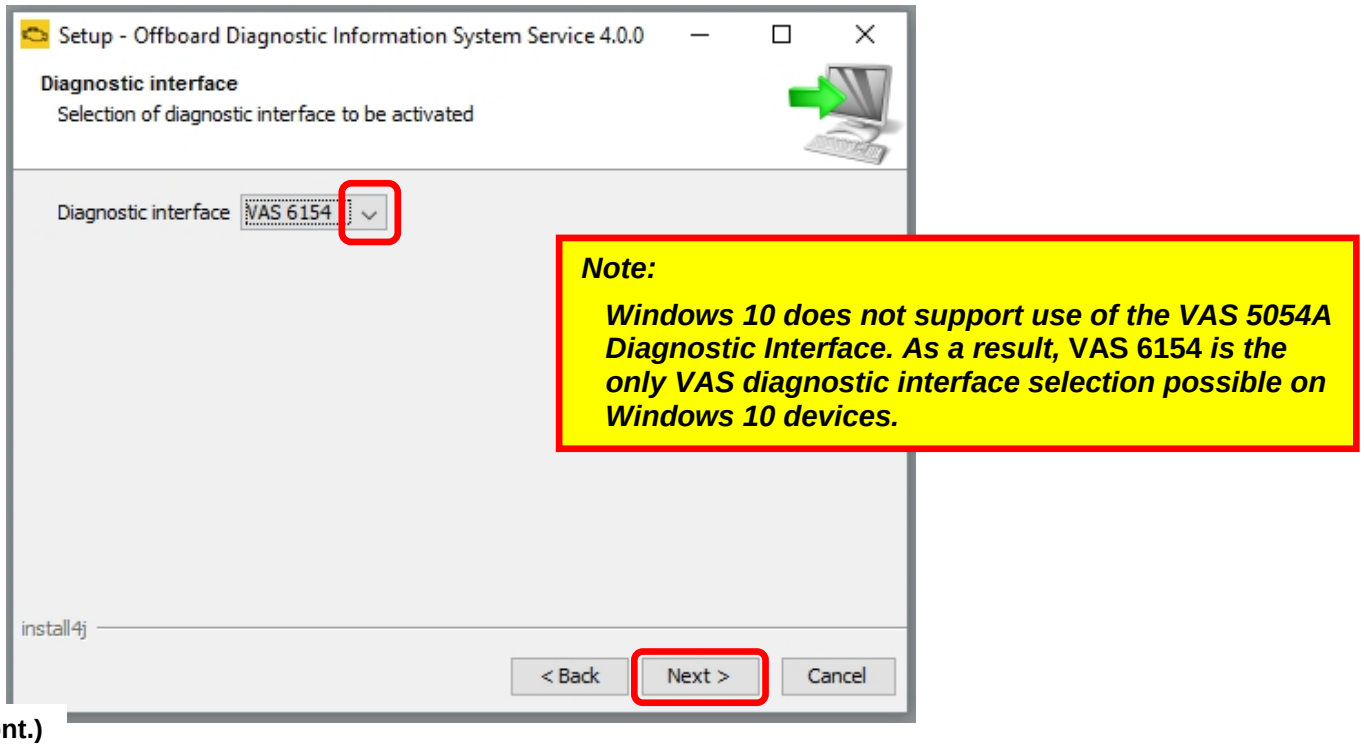
12. Click the **Target platform dropdown selection arrow,** select the **diagnostic device model number or type** that applies to the device, and then select **Next:**




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:**

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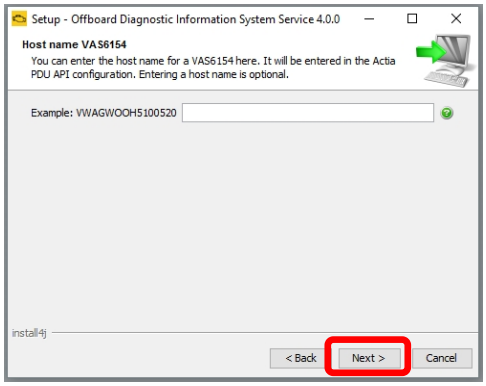
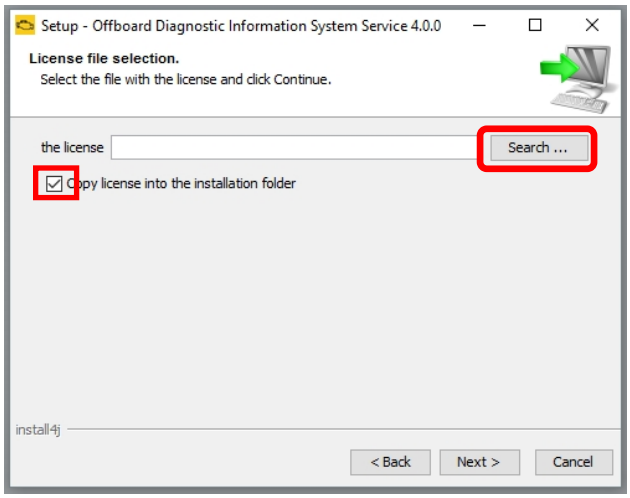
14. **Windows 7 with VAS 5054A:** Select **Next** to confirm the **Bluetooth device connection.**

15. **Windows 7 and 10 with VAS 6154:** Select **Next:** (Entering a hostname is optional.)

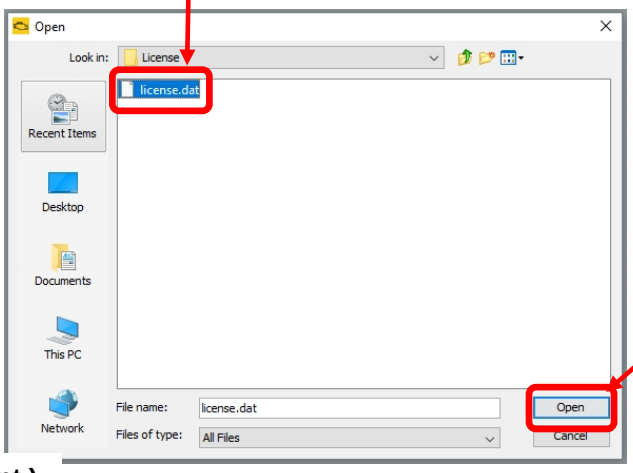



16. Ensure **Copy license to the license folder** is checked, and then click **Search…:**




17. **Open** the **device folder** on the Windows desktop, and **Open** the **"License"** subfolder.

18. **<u>Select / highlight</u>** 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!*

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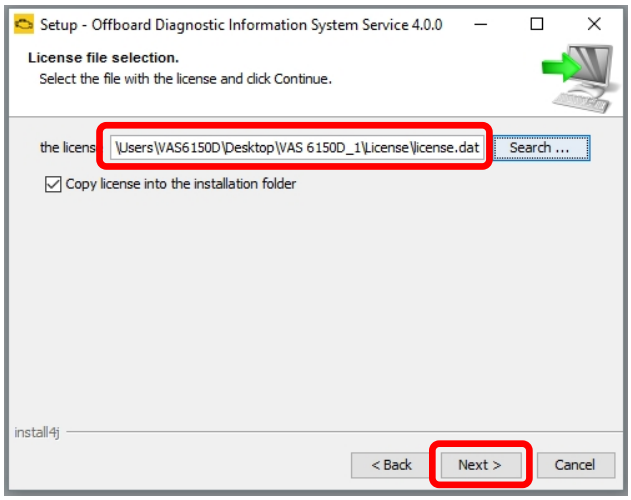
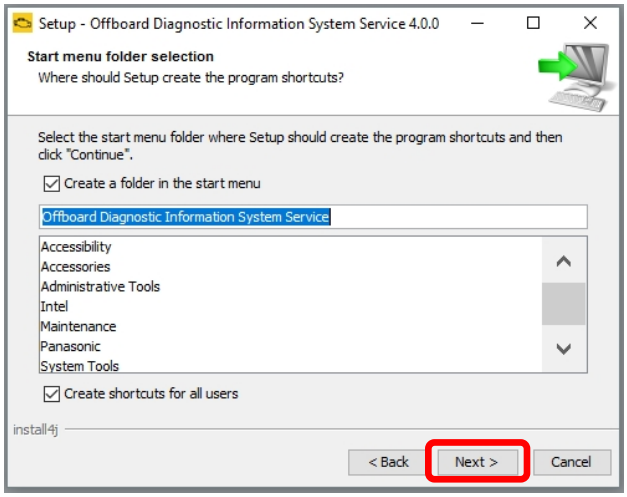
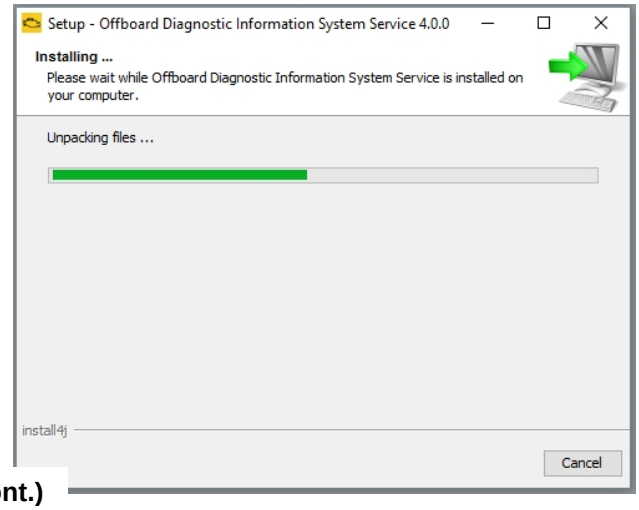
19. Ensure the **license file directory path** appears in the **installation window,** and then **s**elect **Next:**




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




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

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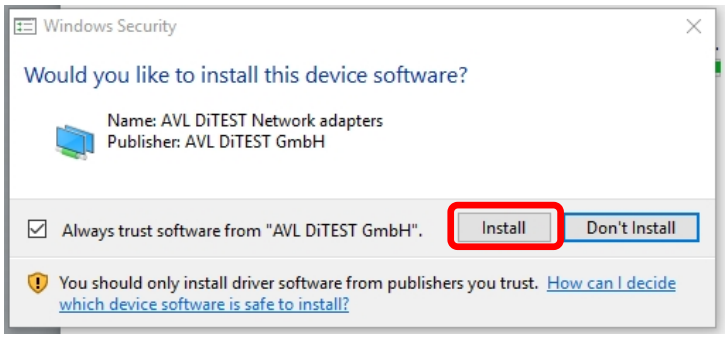
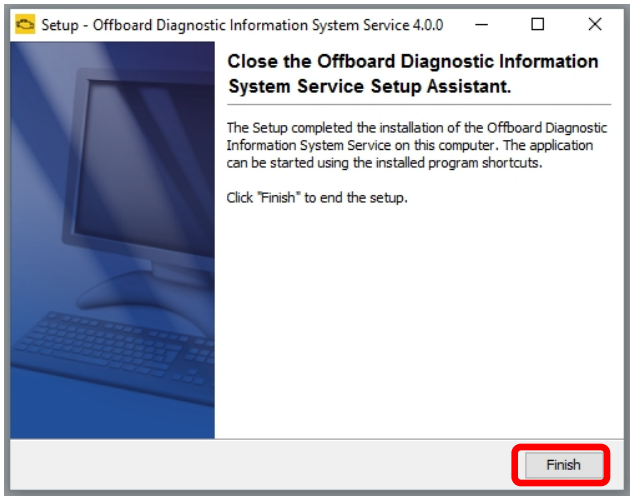
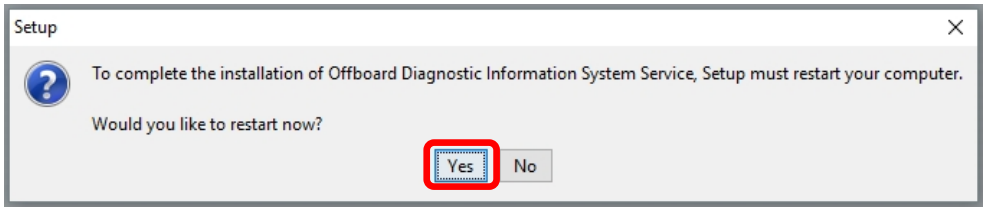
22. Select **Install:**




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 12**



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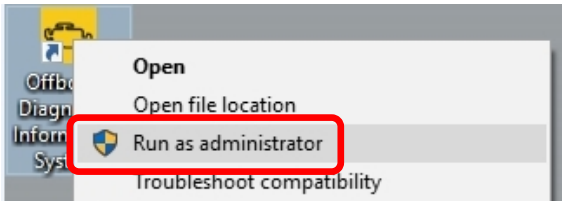
### 3.2 – Import Security Certificate to Application

Brand-specific diagnostic data must be downloaded from the VWAG Group Services web-server. To enable this, the security certificate obtained during installation Phase 1 must be imported to the ODIS Service application.

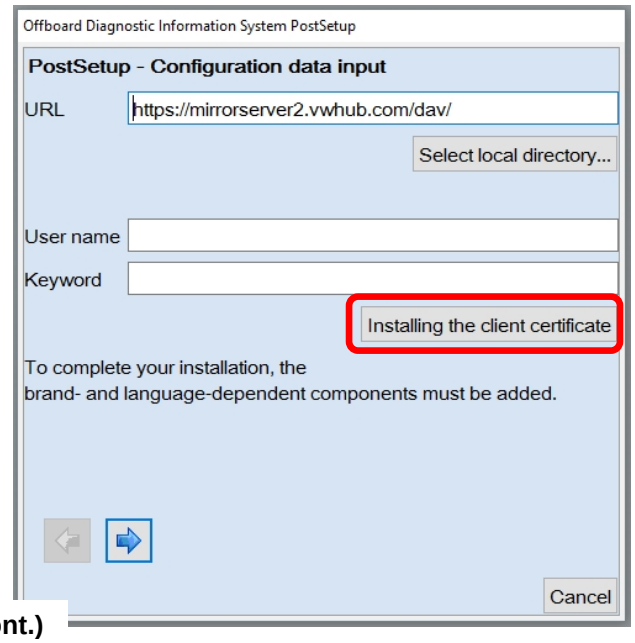
The diagnostic device's **hardware key must be entered as a password** during the certificate importation process.

1. **From the Windows desktop, right-click** the **Offboard Diagnostic Information System** icon, and select **Run as administrator:**




2. **Wait** while the application starts:

3. Select **Installing the client certificate:**

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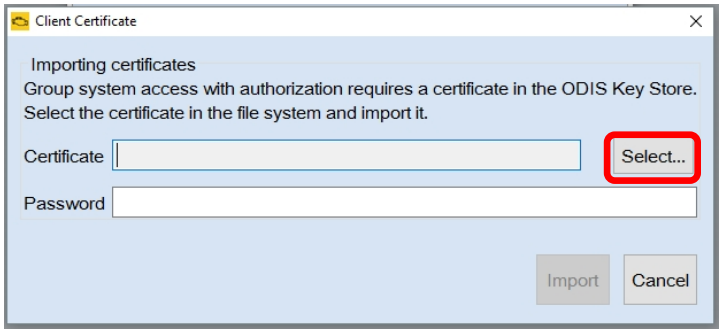
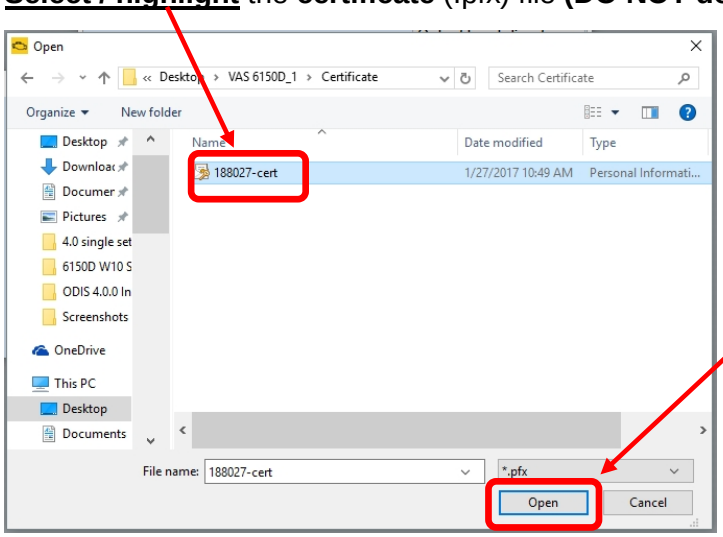
4. Click **Select:**



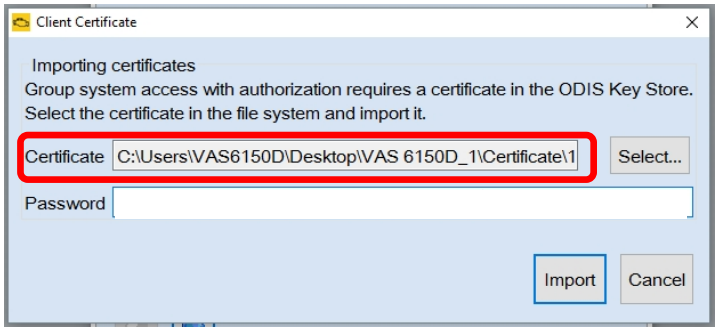

4. From the **device folder** on the Windows desktop, **Open** the **"Certificate"** subfolder:

5. **Select / highlight** the **certificate** (.pfx) file **(DO NOT double-click)**, and then click **Open:**




***Note:***
**DO NOT** *double-click the certificate file in its saved location!*

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




**(cont.)**



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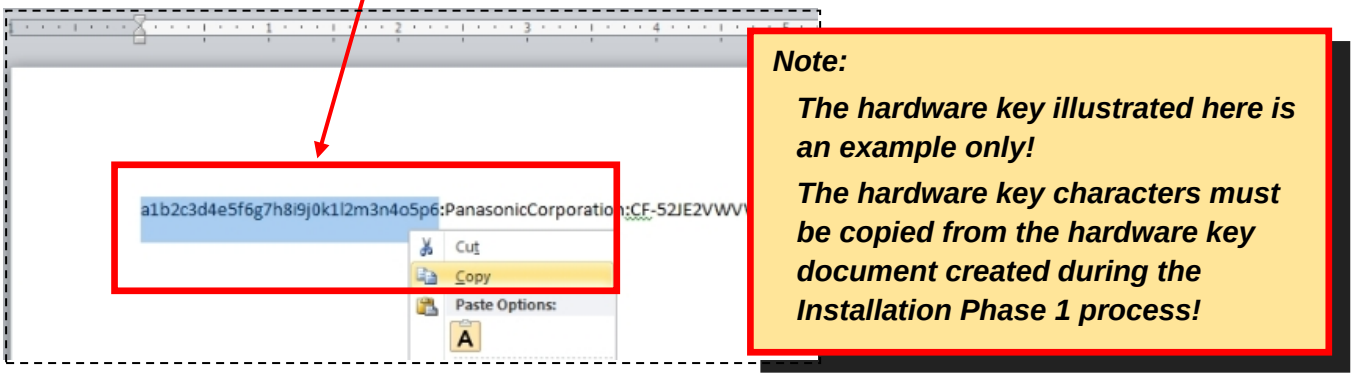
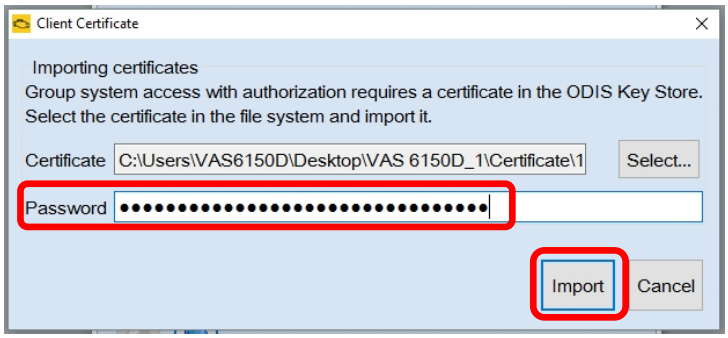
7. From the **device folder** on the Windows desktop, **Open** the **"Hardware Key"** text document:
8. **Select** and **Copy** **the first 32 characters (only)** of the **hardware key.** Example:

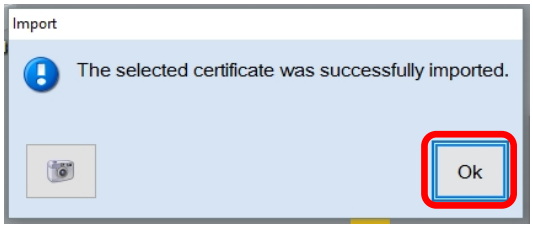



The characters are saved in Windows "clipboard" memory.

9. **Paste** the 32-characters copied above into the **Password:** entry field, and then select **Import:**




8. Click **OK:**




The **PostSetup – Configuration data input** dialog **reappears.**

☐ **Security Certificate Importation steps completed. Proceed to** **Section 3.3 – Page 15**



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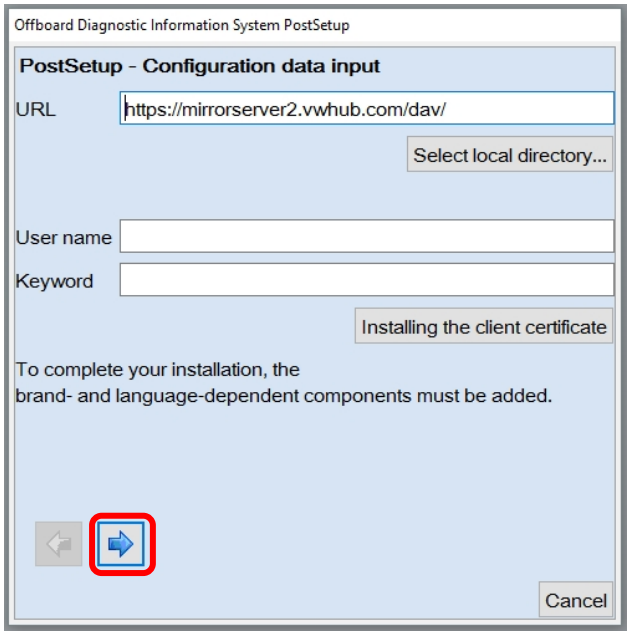
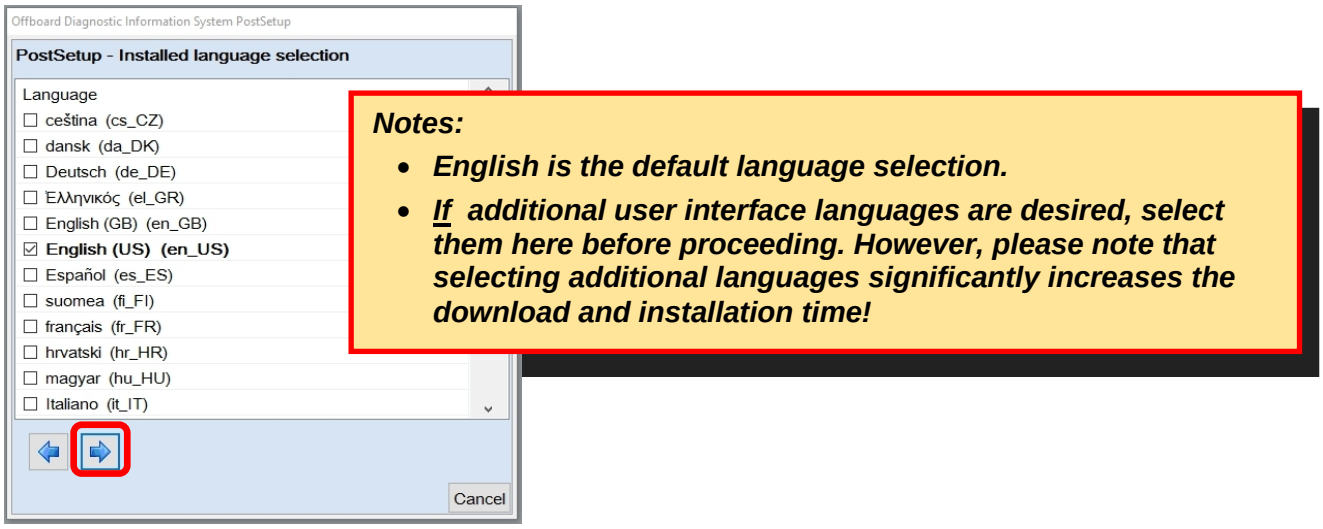
### 3.3 – Diagnostic Database Download & Installation – "Post-Setup"

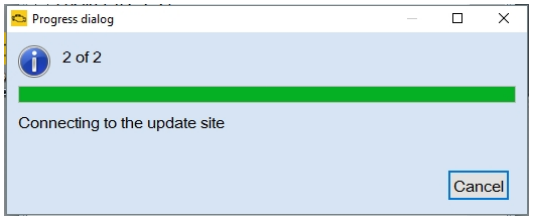
1. Click the **Forward Arrow** button:




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




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

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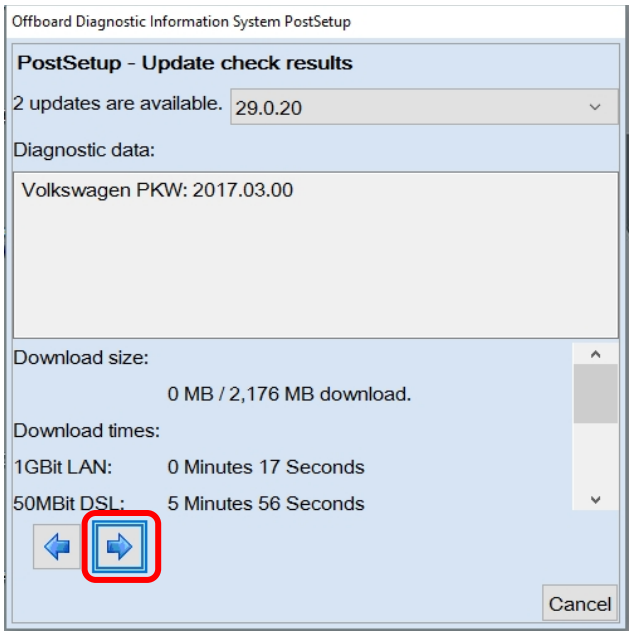
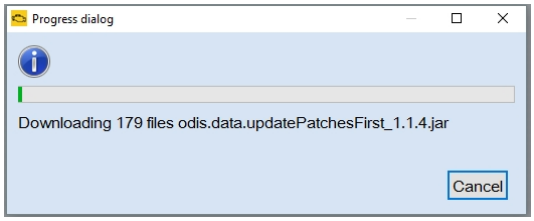
4. Click the **Forward Arrow** button:




***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 4.0 – Page 17**



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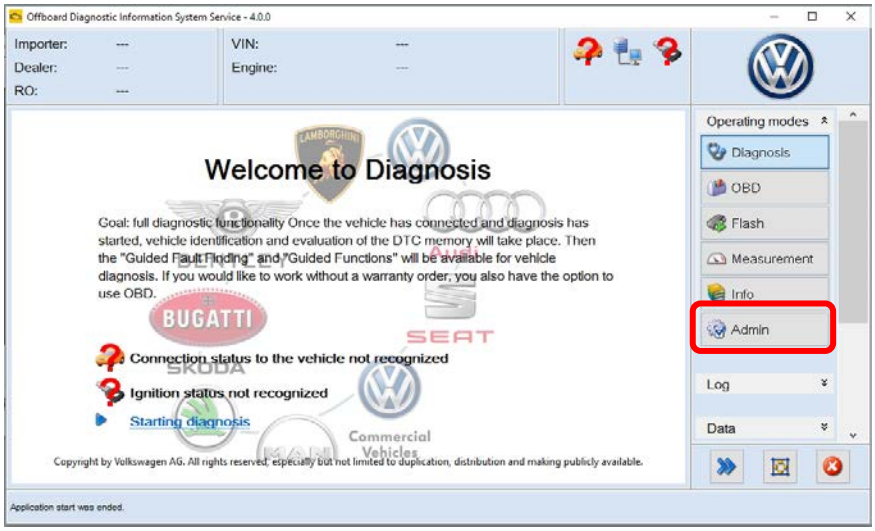
## 4.0 – Post-Setup Configuration

Prior to placing the diagnostic device into service, a number of configuration steps are required. Configurations take place via the **Admin** operating mode. Settings can be changed at any time.

### 4.1 – Administration - General

The following subsections describe configurations using the **Admin > General** operating mode.

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

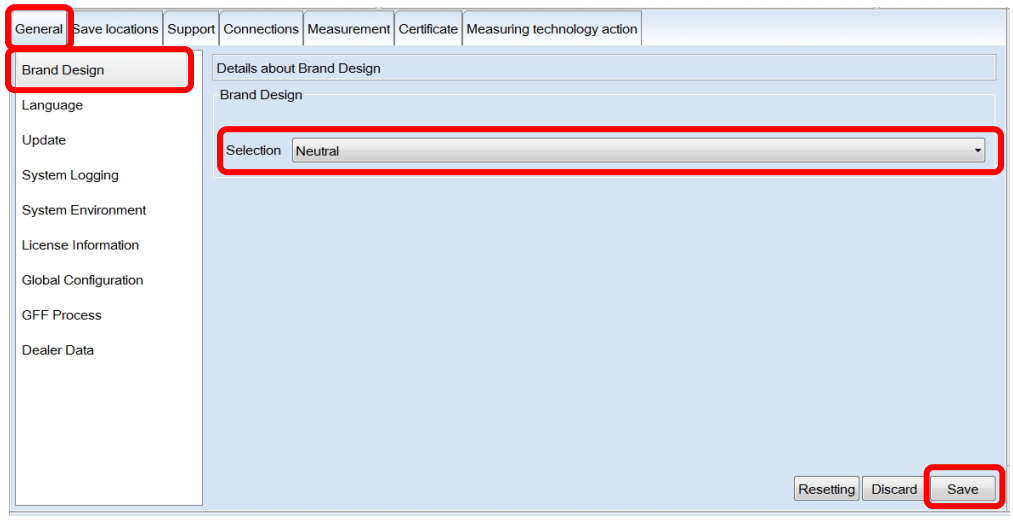



The **General** category tab appears first by default. Available function / configuration subcategories are listed in the left-hand display menu of each tabbed category.

#### 4.1.1 – Brand Design

The **brand logo** and **user interface colors** are configured with the **Brand design** function.

1. Select **Brand design** and choose the desired brand theme from the dropdown menu. Click **Save / Yes:**



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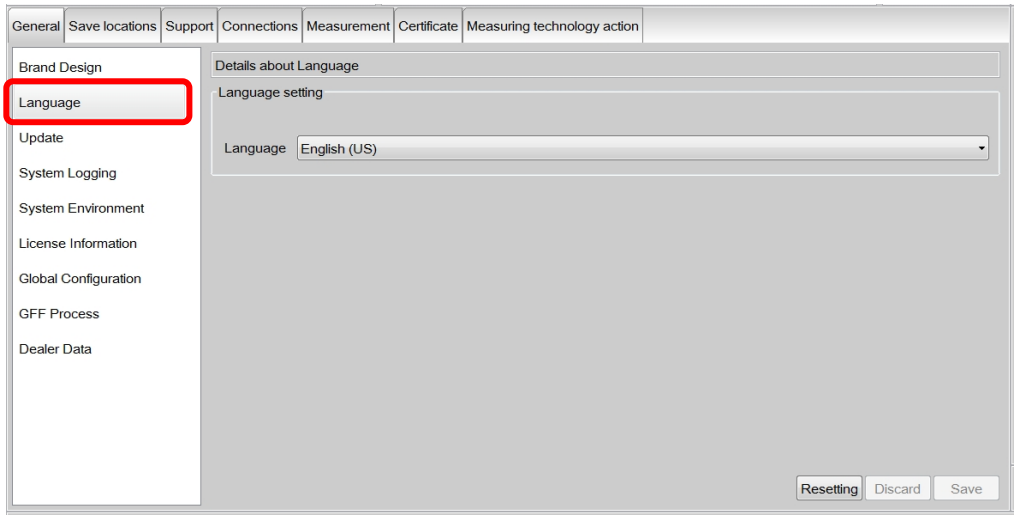
### 4.1.2 – Language

The **language displayed by the user interface** is configured with the **Language** function.

**If** additional languages were chosen during post-setup, the languages are selectable here.

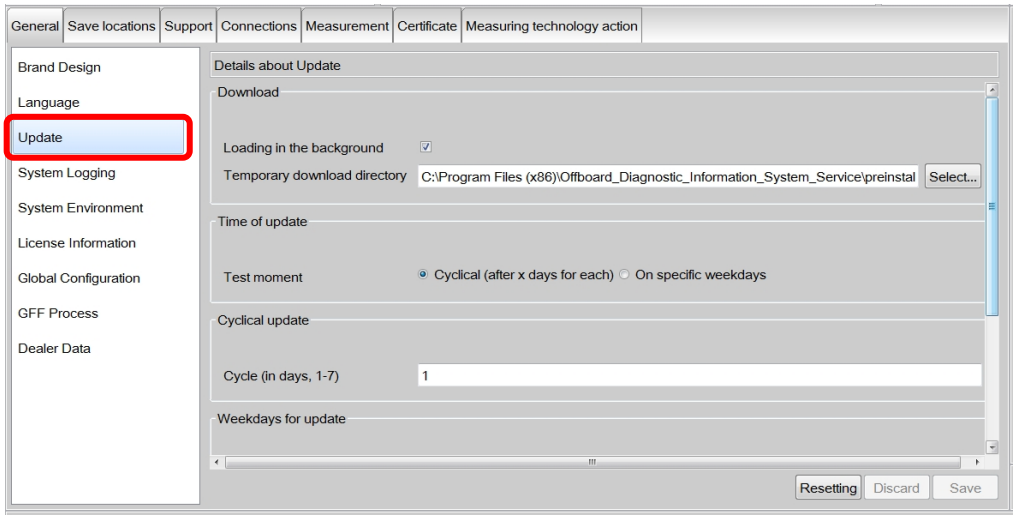
1. **Only if languages other than English (US) were added,** select **Language,** and then choose the desired language from the dropdown menu. Click **Save / Yes:**




### 4.1.3 – Update

The **schedule for automatic updates** is configured with the **Update** function.

1. Select **Update,** and then review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes:**




***Note:***

*For detailed instructions and additional information refer to* **Service Information – ODIS Service** *document title:* **Online Update Guide**



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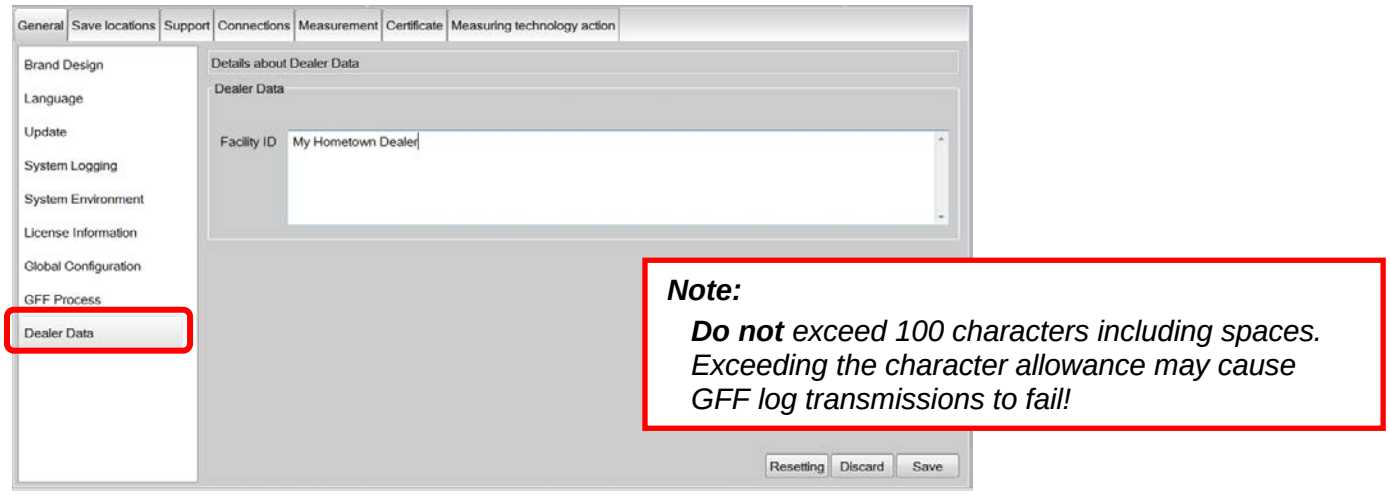
### 4.1.4 – Dealer Data

**If desired**, configure the name of the dealership to appear in diagnostic logs.

1. Select Dealer data: Enter the name of the dealership in the Facility ID entry field: Click **Save /Yes:**



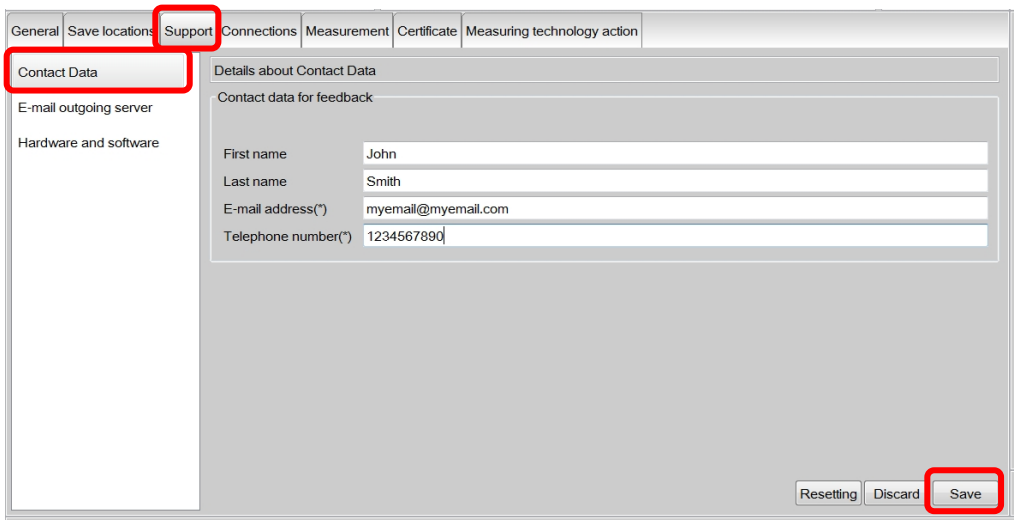

## 4.2 – Administration - Support

The following subsections describe configurations using the **Admin > Support** operating mode.

### 4.2.1 – Contact Data

**Contact information** must be saved for **Support Button** requests.

1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** subsection is displayed first by default:
2. Fill in all contact details, including a valid email address: Click **Save / Yes:**



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### 4.2.2 – Email Outgoing Server

Dealership **network connection parameters** must be configured before using the **Support Button.**

1. Select **E-mail outgoing server:** Enter information **as applicable and specific to your dealership network**. Click **Save / Yes:**

***Notes:***

- *For detailed instructions refer to* **Service Information – ODIS Service** *document title:* **ODIS Service Email Outbox Configuration Guide**
- *If dealership specifics are not available, refer to* **Service Information – ODIS Service** *document title:* **Dedicated Email Server Configuration**

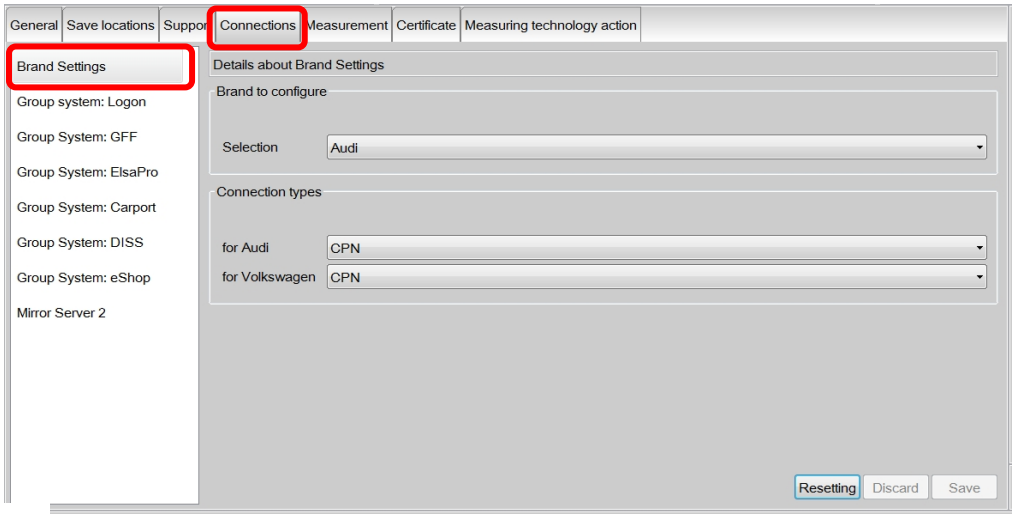
## 4.3 – Administration - Connections

The following subsections describe configurations using the **Admin > Connections** operating mode.

### 4.3.1 – Brand Settings Data

The connection to **VWAG Group Services** (to transmit GFF logs, etc.) is configured via **Brand settings.**

1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** subsection is displayed first by default:

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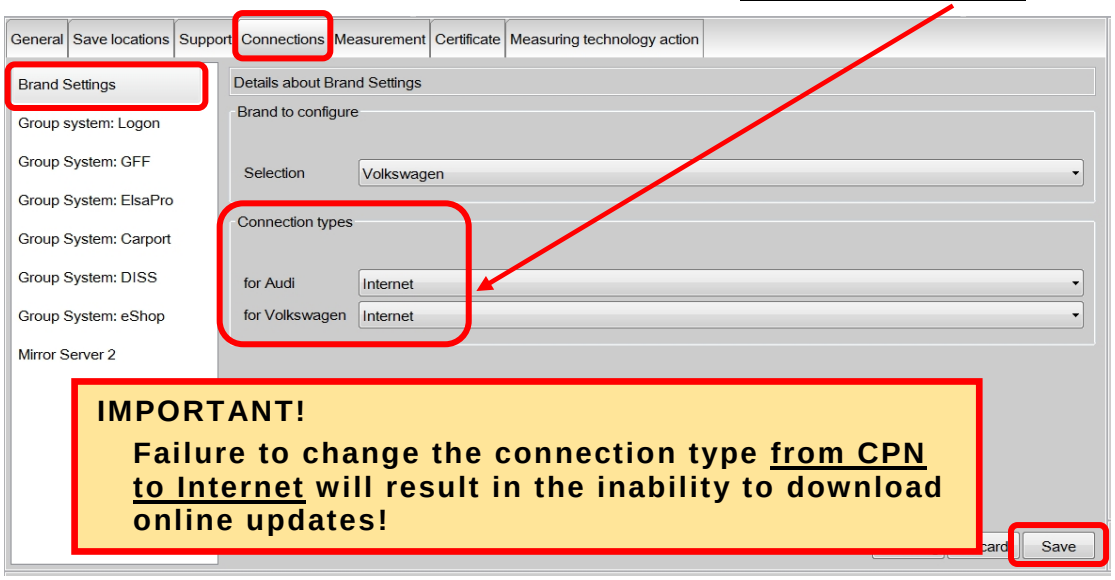
2. **Change** the **Connection type** in the dropdown menu(s) <u>from **CPN** to **Internet**</u>: Click **Save / Yes:**

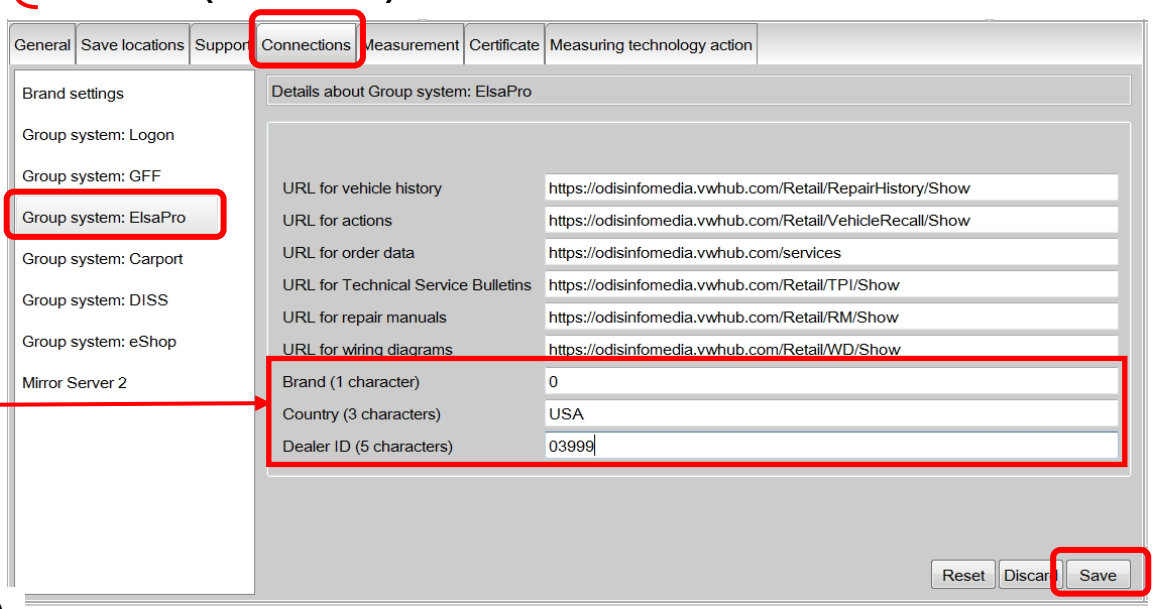



### 4.3.2 – Group System – ElsaPro (Infomedia)

Access to **ElsaPro etc. ("Infomedia")** is configured via **Group system: ElsaPro.**

1. **Select** the **Group system: ElsaPro** subcategory:
2. **Enter** information in the fields indicated below as applicable to your market and dealer. When all information is entered, click **Save / Yes:**

- **Brand (1 character):** Enter the **numeral 0**
- **Country (3 characters):** Enter **USA** or **CAN**
- **Dealer ID (5 characters):** Enter the **last 5 characters** of the **dealer number**

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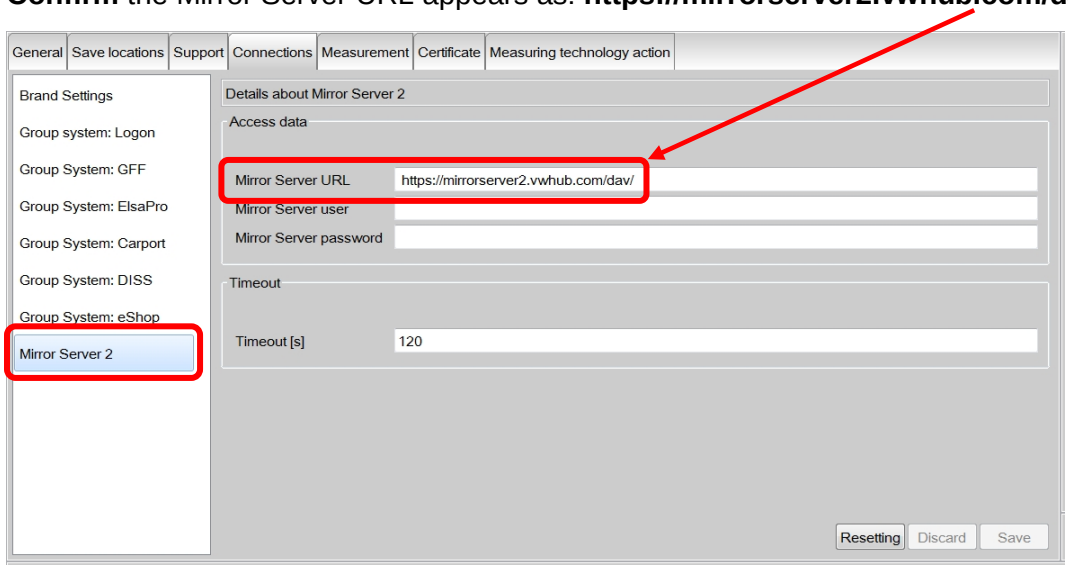
**If** your facility is a **dual-brand dealership:**

3. Select the **Brand Settings** subcategory, select **the alternate brand** from the brand configuration menu and then click **Save / Yes.**
4. **Repeat** the **Group system Steps 1 and 2** for **the alternate brand**.

### 4.3.3 – Mirror Server 2

Please confirm the Mirror Server 2 URL specified for the US /CDN market:

1. Select Mirror **Server 2:**
2. **Confirm** the Mirror Server URL appears as: **https://mirrorserver2.vwhub.com/dav/**




**Post-Setup Configuration completed – ODIS Service Installation completed.**

## 5.0 – Online Updates

Dealerships are responsible for ensuring all diagnostic devices used on vehicles covered by new vehicle warranty are updated with the latest ODIS Service application and diagnostic data.

The installation of application and diagnostic data from the web-server as instructed above was current as of the date of its release. **However, revised and additional application and diagnostic data may be released afterwards via online updates.**

**All available online updates must be downloaded and installed when they are released!**

For details on online update setup and functions, refer to ***Service Information - ODIS Service*** document title: ***Online Update Guide***



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