



Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-17-08

Subject: License Renewal Instructions

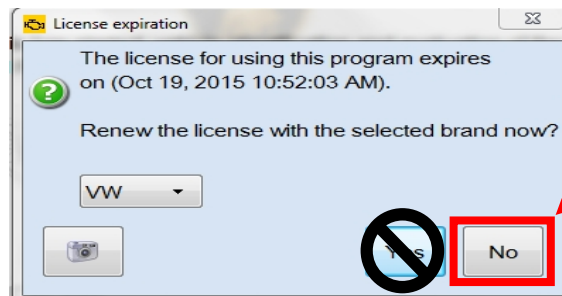
Date: Mar. 14, 2017

Supersedes AOS-16-12 due to additional information.

1.0 – Introduction

ODIS Service software licenses expire 2 years after importation. Users are prompted to renew the license one week before it is due to expire.

Important! When the renewal prompt appears as illustrated, select No:



License renewals from the prompt above are not possible at this time. **Do Not select the Yes prompt.**

ODIS Service will start and function up to the license expiration date given in the prompt. However, we recommend deleting all saved copies of the existing license, and **requesting and importing a new license** as soon as possible after being prompted.

ODIS Service will not launch after the license expiration date.

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.
- **Discard all printed copies of this document after use.** Revised versions may be issued at any time. Always check ServiceNet for the latest version.

2.0 – License File Management

When an ODIS Service license is renewed, the previous license file is **no longer valid**. To avoid confusion:

- Locate and delete all copies of the previous (expired) license file **before** requesting, downloading and importing the new license.
- Perform the license renewal process on **one device at a time** through to completion.

3.0 – Request & Download License

3.1 – Request License

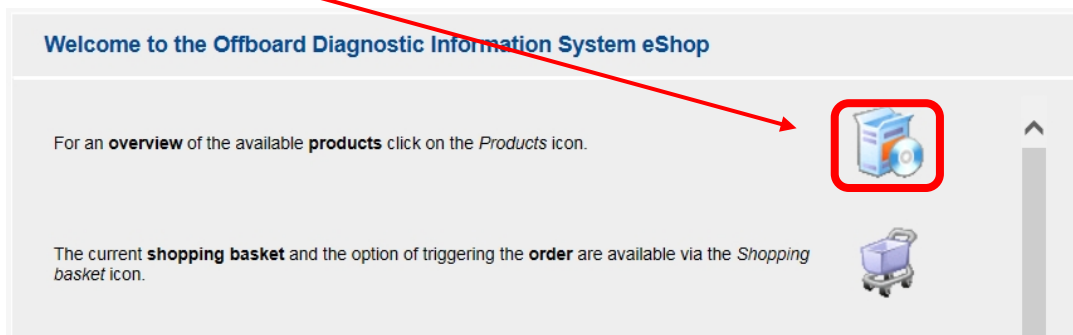
Prerequisites:

- ☐ Person performing the request **must have permission to access vwhub and eShop, and have access to a valid email account to receive license approval /denial notifications.**
- ☐ Previous license file(s) deleted from all saved locations, e.g.: desktop folder, USB flash drive etc.
- ☐ The diagnostic device that requires a new ODIS Service license **must be used to logon to eShop.**

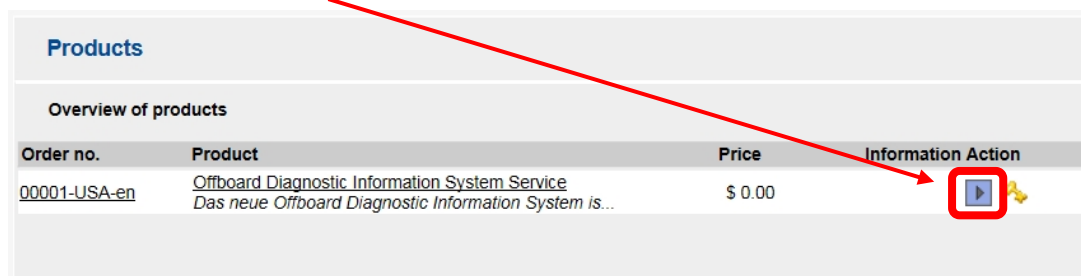
Notes:

- 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 selection and entry fields. Separate **Dual-brand** and **Single-brand** instructions are given.
- **Dual-brand** dealers **must ALWAYS** select **BOTH** the Volkswagen and Audi “**Brand products**” during the request process!

1. Launch **Internet Explorer** and logon to **vwhub.com**
2. From the main (top) menu, select the **My Hub** or **Service** tab.
3. From the left margin menu, select the link to **ODIS – eShop**.
4. Click the **Products Icon**:



6. Click the blue **Information Action** arrow icon:



(cont.)

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

Brand rights

Overview of brand rights

Order no.	Brand right	Price	Information Action
00001VW-USA-en	VW Brand VW Brand Diagnostics	\$ 0.00	 
00001AU-USA-en	Audi Brand Audi Brand Diagnostics	\$ 0.00	 

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

Shopping basket

Products marked for the order

Order no.	Product	Quantity	Unit price	Action
00001-USA-en	Offboard Diagnostic Information System Service	1	\$ 0.00	
00001VW-USA-en	VW Brand	1 	\$ 0.00	
00001AU-USA-en	Audi Brand	1 	\$ 0.00	

Total price \$ 0.00

(cont.)

9. Click the **hardware key icon** ():

Order (hardware key)

To order a tester product, the current order must either include diagnostic data with valid hardware key or diagnostic data must have already been previously ordered so that the database has a valid hardware key.

All hardware keys must be valid and have the following format structure
'1234567890abcdef1234567890abcdef.manufacturer:model:1234567890abcdef1234567890abcdef.0'

Order no.	Product	Hardware key / computer name	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001VW-USA-en	VW Brand	2.1	Please enter the hardware key Please enter the computer name 
00001AU-USA-en	Audi Brand	3.1	Please enter the hardware key Please enter the computer name 

10. Select **Run**:

Do you want to run or save **HardwareInfo_en_US.exe** (70.0 KB) from **portal.cpn.vwg**?

 This type of file could harm your computer.

11. **If** this prompt appears, select **Run**:

 The publisher of HardwareInfo_en_US.exe couldn't be verified. Are you sure you want to run the program? [Learn more](#)

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

HardwareInfo V0.49.387

----- Hardware ID : 5f750cb9ed915118b27f51a5cd8afe8a:PanasonicCorporation:CF-52JE2VWVW::f

Clicking [OK] enters the Hardware ID into the temporary memory.

(cont.)

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

Order (hardware key)

To order a tester product, the current order must either include diagnostic data with valid hardware key or diagnostic data must have already been previously ordered so that the database has a valid hardware key.

All hardware keys must be valid and have the following format structure
'1234567890abcdef1234567890abcdef.manufacturer.model:1234567890abcdef1234567890abcdef.0'.

Order no.	Product	Hardware key / computer name	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001VW-USA-en	VW Brand	2.1	
00001AU-USA-en	Audi Brand	3.1	

The screenshot shows a right-click action on the 'Hardware key' field for the 'VW Brand' product (row 2.1). A context menu is displayed with the option 'Please enter the computer name' selected. A blue arrow points from the instruction text to the 'Hardware key' field.

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

Order (hardware key)

To order a tester product, the current order must either include diagnostic data with valid hardware key or diagnostic data must have already been previously ordered so that the database has a valid hardware key.

All hardware keys must be valid and have the following format structure
'1234567890abcdef1234567890abcdef.manufacturer.model:1234567890abcdef1234567890abcdef.0'.

Order no.	Product	Hardware key	computer name	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1		
00001VW-USA-en	VW Brand	2.1		
00001AU-USA-en	Audi Brand	3.1		

The screenshot shows a right-click action on the 'computer name' field for the 'VW Brand' product (row 2.1). A context menu is displayed with the option 'Please enter the hardware key' selected. A purple arrow points from the instruction text to the 'computer name' field.

(cont.)

15. **Dual-brand dealers:** Repeat steps 13 & 14 to complete **both** entry fields for the additional brand:

Order (hardware key)

To order a tester product, the current order must either include diagnostic data with valid hardware key or diagnostic data must have already been previously ordered so that the database has a valid hardware key.

All hardware keys must be valid and have the following format structure
'1234567890abcdef1234567890abcdef.manufacturer:model:1234567890abcdef1234567890abcdef:0'.

Order no.	Product	Hardware key / computer name	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001VW-USA-en	VW Brand	2.1 173f0e15acf34d0672be8338f3cf3029:Panas	
		173f0e15acf34d0672be8338f3cf3029:Panas	
00001AU-USA-en	Audi Brand	3.1 173f0e15acf34d0672be8338f3cf3029:Panas	
		173f0e15acf34d0672be8338f3cf3029:Panas	

16. Confirm that the hardware key appears in **All Hardware key AND computer name entry fields** as illustrated, and then select **To the order**:

Order (hardware key)

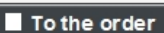
To order a tester product, the current order must either include diagnostic data with valid hardware key or diagnostic data must have already been previously ordered so that the database has a valid hardware key.

All hardware keys must be valid and have the following format structure
'1234567890abcdef1234567890abcdef.manufacturer:model:1234567890abcdef1234567890abcdef:0'.

Order no.	Product	Hardware key / computer name	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001VW-USA-en	VW Brand	2.1 ffeeb4f9a639803e40abb12b6dd16cd4:Panas	
		ffeeb4f9a639803e40abb12b6dd16cd4:Panas	
00001AU-USA-en	Audi Brand	3.1 ffeeb4f9a639803e40abb12b6dd16cd4:Panas	
		ffeeb4f9a639803e40abb12b6dd16cd4:Panas	

ATTENTION!

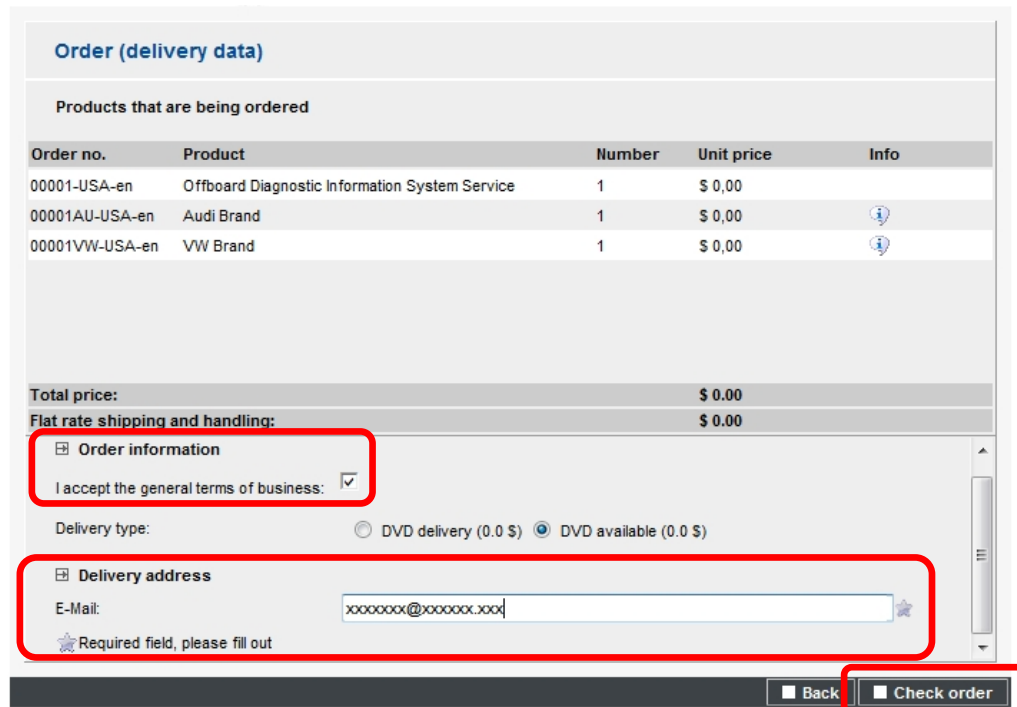
The hardware key entered in the computer name field is used by VWGoA to validate license requests. The computer name field(s) **MUST contain the hardware key!** If data other than the hardware key is entered in the computer name field, the **license request will be denied!**

(cont.)

Service Information

17. In the **Order information** section, **accept the general terms of business** by placing a checkmark:
18. Scroll down if necessary and **enter the email address** to which the **license approval notification emails** will be sent. Then select **Check order**:



Order (delivery data)

Products that are being ordered

Order no.	Product	Number	Unit price	Info
00001-USA-en	Offboard Diagnostic Information System Service	1	\$ 0,00	
00001AU-USA-en	Audi Brand	1	\$ 0,00	
00001VW-USA-en	VW Brand	1	\$ 0,00	

Total price: \$ 0.00
Flat rate shipping and handling: \$ 0.00

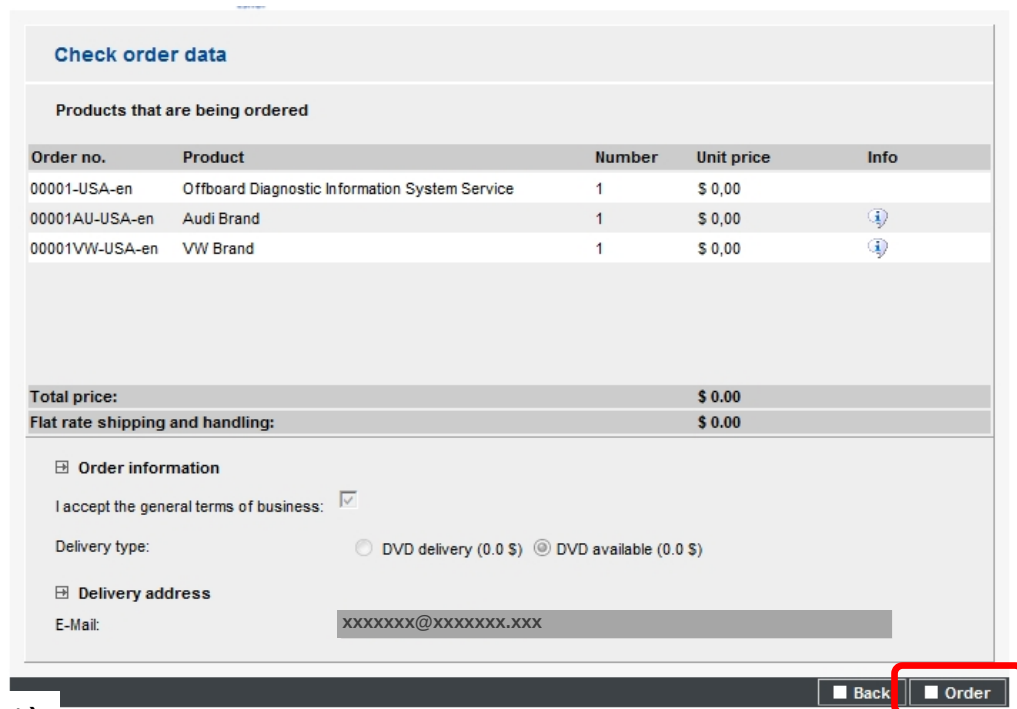
☒ Order information
I accept the general terms of business: ☒

Delivery type: ☐ DVD delivery (0.0 \$) ☒ DVD available (0.0 \$)

☒ Delivery address
E-Mail: xxxxxxx@xxxxxx.xxx

Required field, please fill out

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



Check order data

Products that are being ordered

Order no.	Product	Number	Unit price	Info
00001-USA-en	Offboard Diagnostic Information System Service	1	\$ 0,00	
00001AU-USA-en	Audi Brand	1	\$ 0,00	
00001VW-USA-en	VW Brand	1	\$ 0,00	

Total price: \$ 0.00
Flat rate shipping and handling: \$ 0.00

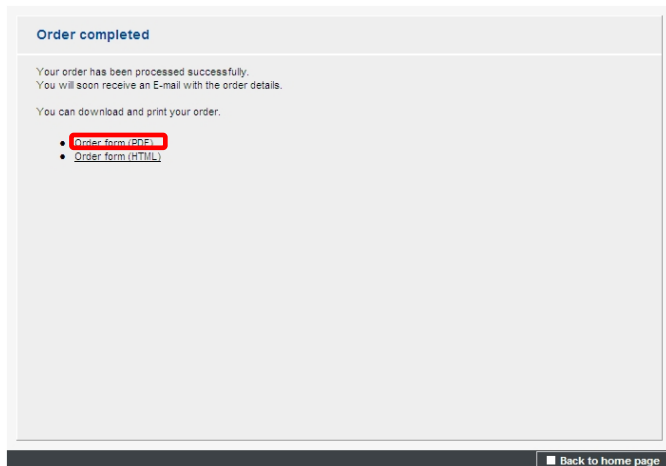
☒ Order information
I accept the general terms of business: ☒

Delivery type: ☐ DVD delivery (0.0 \$) ☒ DVD available (0.0 \$)

☒ Delivery address
E-Mail: xxxxxxx@xxxxxx.xxx

(cont.)

20. Click the **Order (HTML)** link to open a request summary:

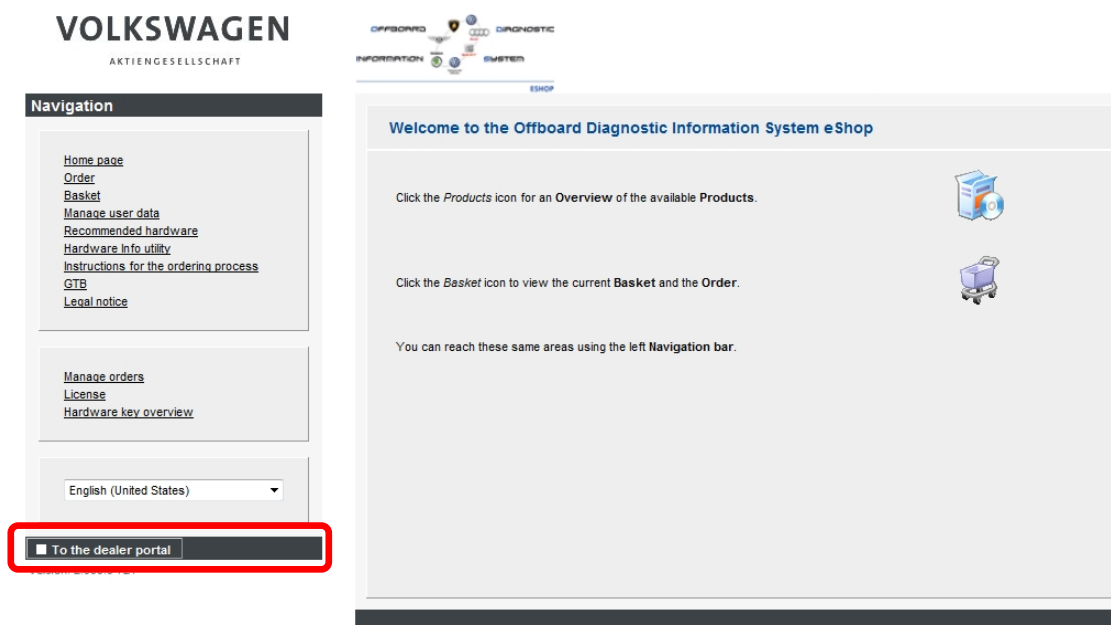


21. **Locate** and note the **Order Number** from the HTML document.

22. **Record the order number** and **request date** for future reference.

23. **Close** the **Order HTML** document.

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



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

ATTENTION!

Dealer Portal logout and Close IE steps are mandatory prior to license download!

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 approved.**

Sample:

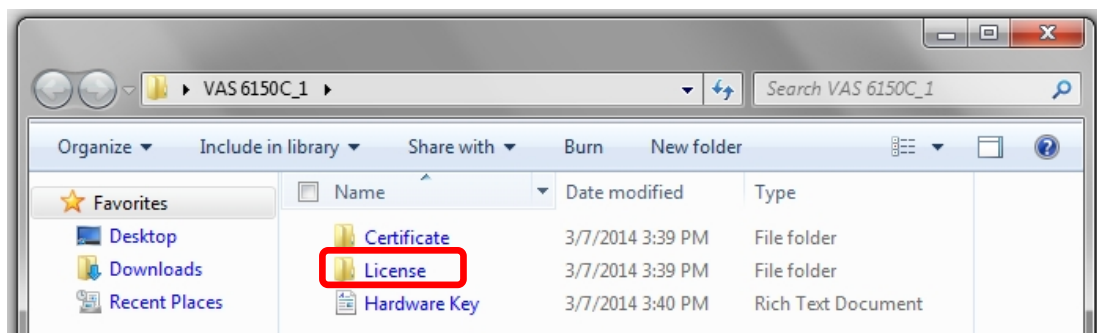
  From	Subject	Received	Size
Date: Today			
 VWAG R: WOB, ODIS-Feedback	Offboard Diagnostic Information System ...	Mon 3/10/2014 11:18 AM	10 KB
 VWAG R: WOB, ODIS-Feedback	The approval of the order is in progress.	Mon 3/10/2014 11:12 AM	11 KB

If a request is submitted for a non-authorized device, or if the hardware key was not entered in the computer name field as instructed above, **license request denials** are sent via the second email.

ATTENTION!

WAIT until the license approval notification email is received before proceeding with the download procedure.

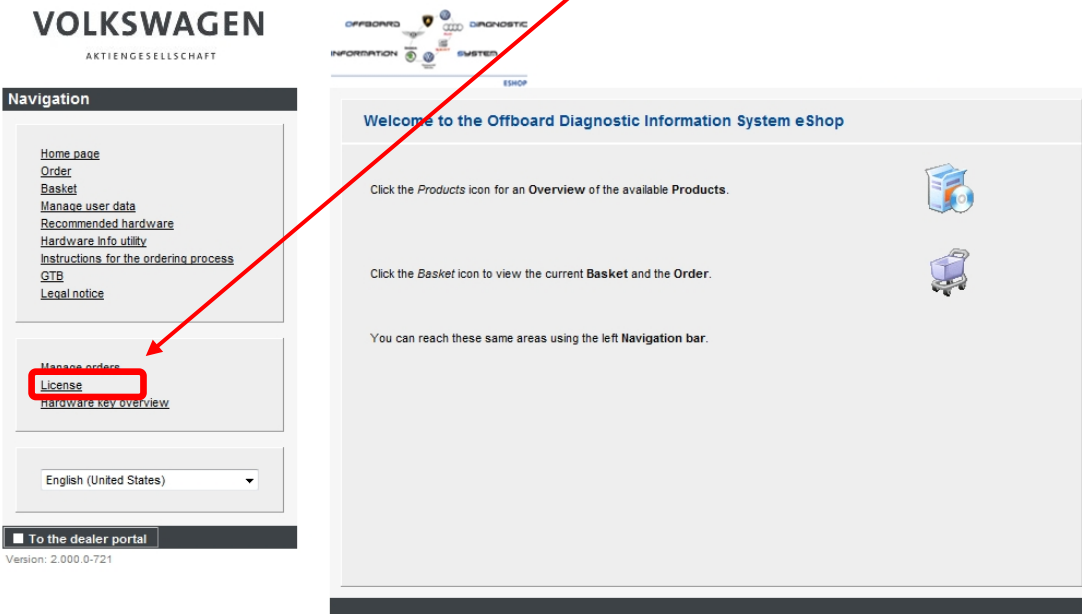
1. **Retrieve** the diagnostic device on which the license request was made.
2. From the Windows desktop, **Open** the location where the new license file is to be stored, e.g.: **the location from which the previous license was deleted** (folder on device desktop and/or other location):



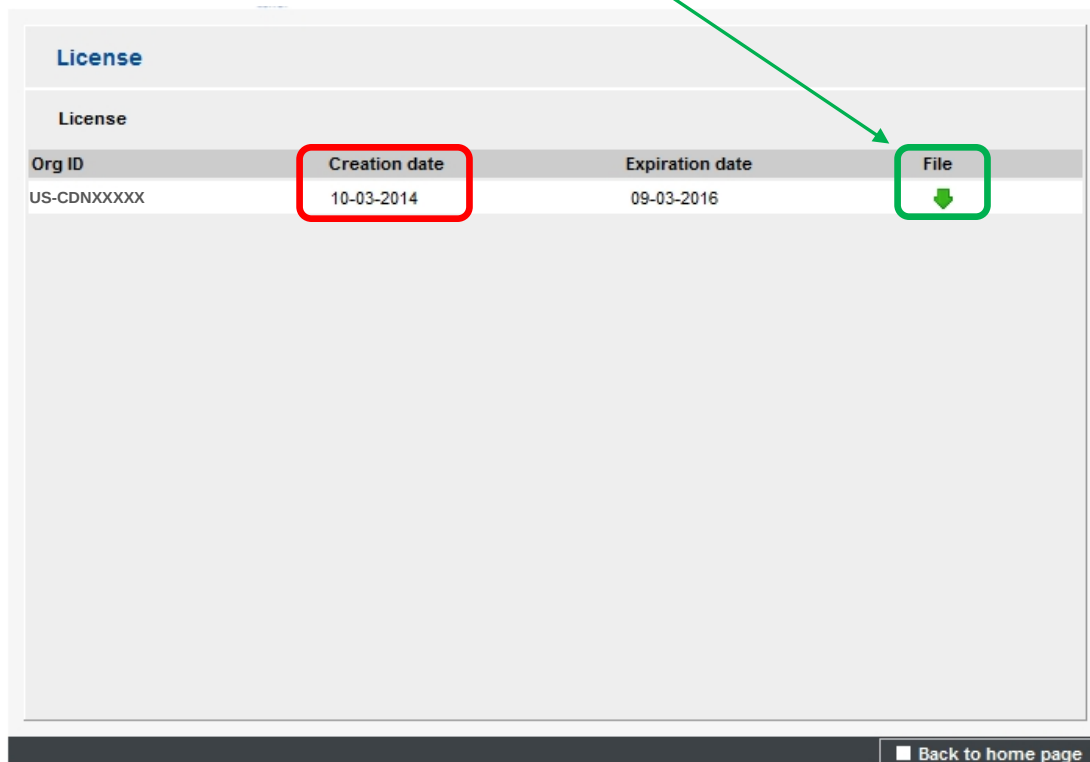
3. **Launch Internet Explorer**
4. Logon to **vwhub**.
5. From the main (top) menu, select the **My Hub** or **Service** tab.
6. From the left margin menu, select the link to **ODIS – eShop**

(cont.)

7. From the eShop **Navigation** menu, select **License:**



8. Confirm that the **Creation date** of the available license matches that in the **approval notification email**, and then click the **File download arrow:**



(cont.)



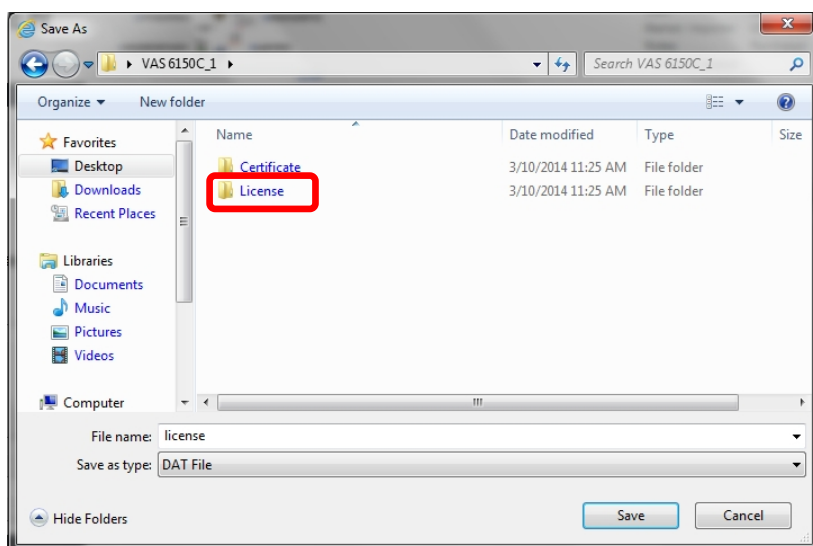
9. Click the **dropdown selection arrow**:



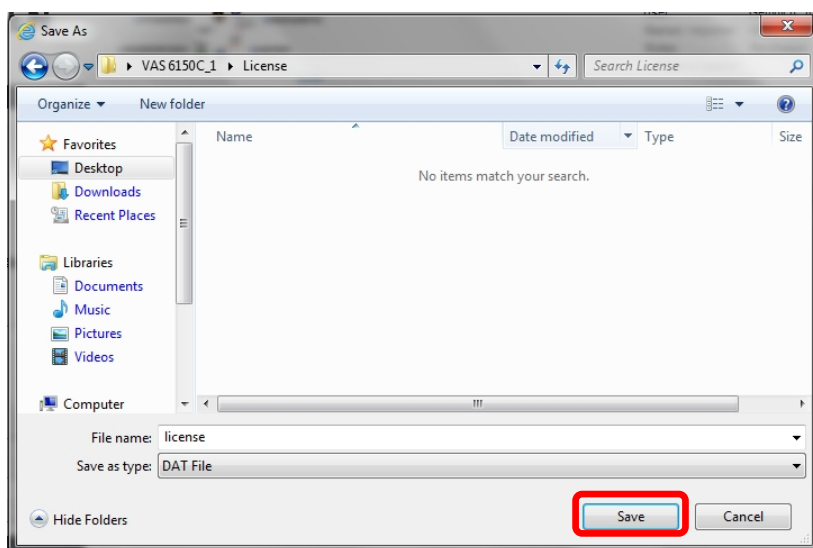
10. Select **Save As**:



11. **Navigate** to the license file storage location. **Open** the folder if applicable. Example:



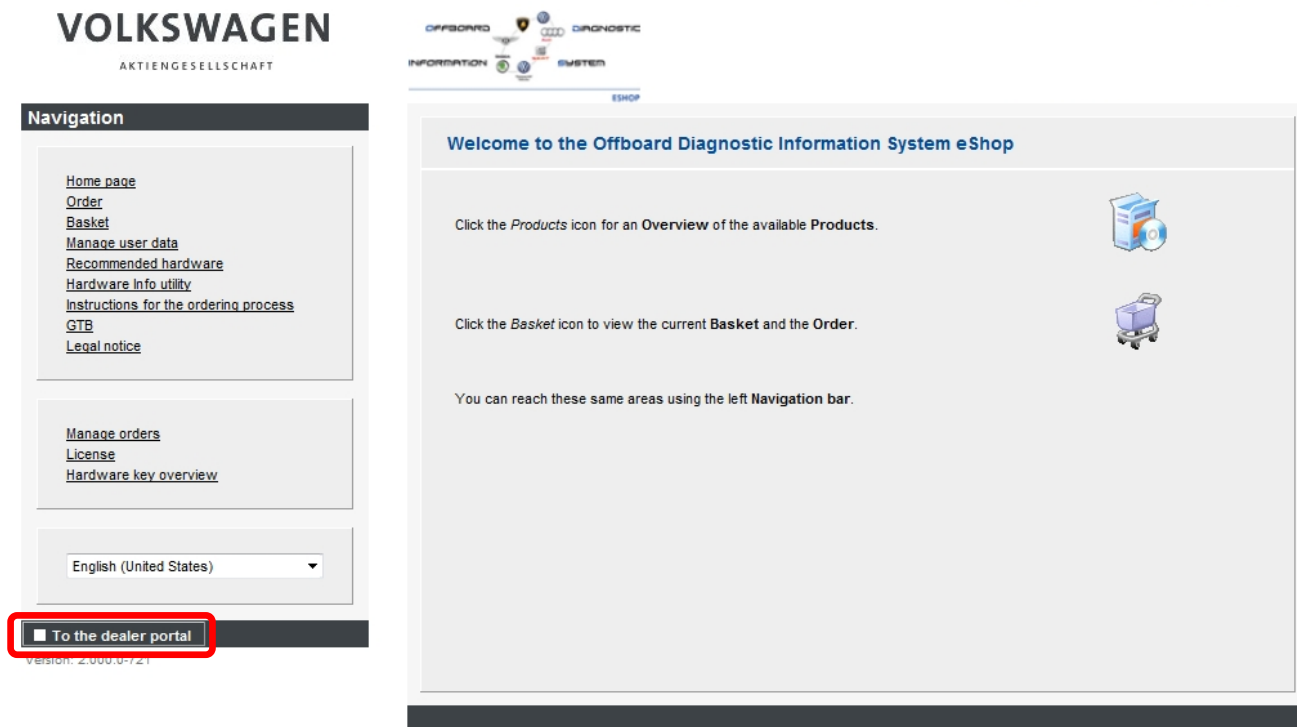
12. Click **Save**:



(cont.)

13. **Where applicable:** Copy the license file and save it as a backup copy **on a USB flash drive**.

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



15. From the Dealer portal, select **Logout** and then **Close Internet Explorer**.

16. **Where applicable:** **Safely remove** the backup USB flash drive and retain in a safe location.

Notes:

- Please ensure that the device's **license.dat** file was successfully saved in both the primary and backup **License** locations as applicable. If the license file was not successfully saved, repeat Steps 7 through 13 as applicable.
- **Do not proceed with license importation to ODIS Service if the new license is not downloaded and stored as specified above.**
- **NEVER** double-click the license file (to open it) in its stored location(s)!

4.0 – Import License to ODIS Service

Prerequisites:

- ☐ Diagnostic device plugged in to A/C power adapter, and booted to Windows desktop
- ☐ ODIS Service **NOT** running

1. Click **Windows Start**: **Windows 7:**

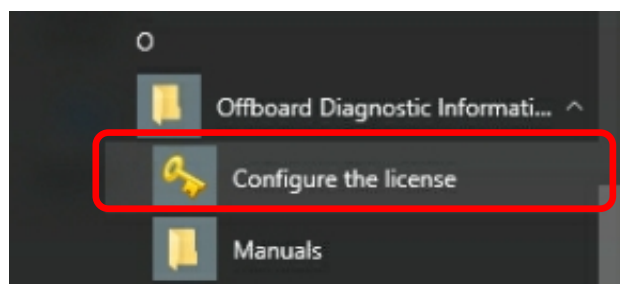
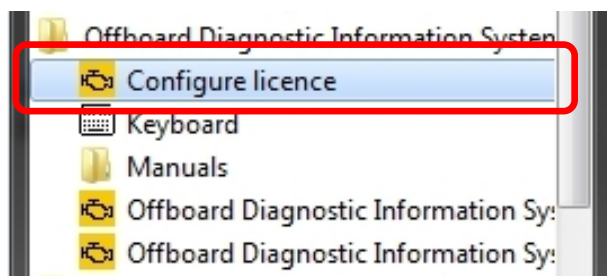


Windows 10:

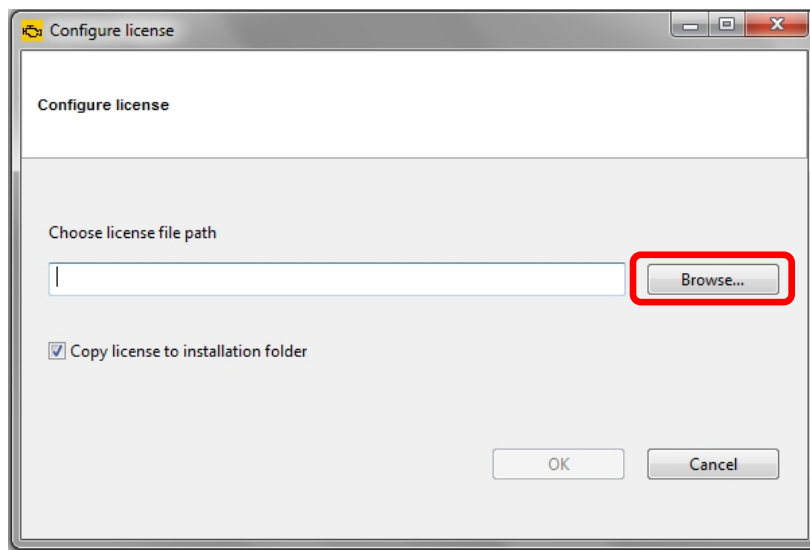


2. **Windows 7:** Select **All Programs**

3. Select **Offboard Diagnostic Information System Service**, and then select **Configure (the) License as applicable:**



4. Click **Browse:**

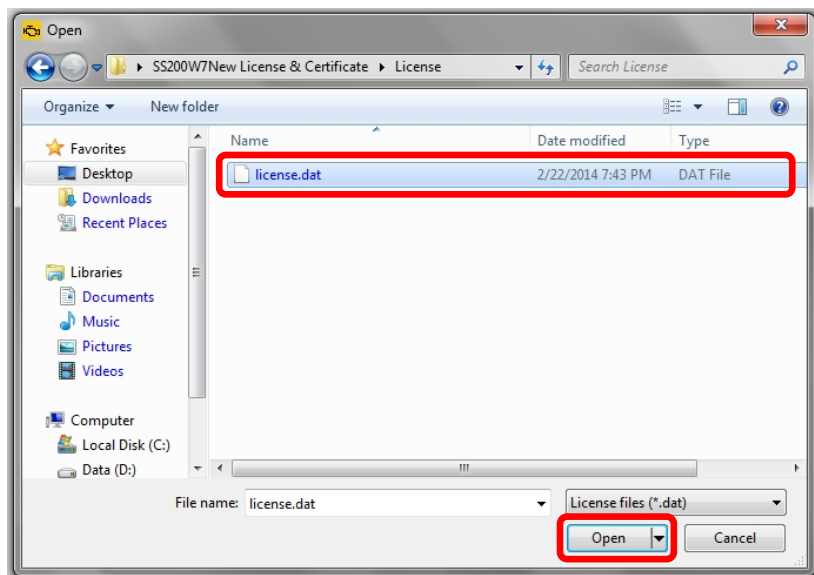


5. Navigate to the location of the new license downloaded from eShop, e.g.: **device folder** on desktop or other location.

(cont.)



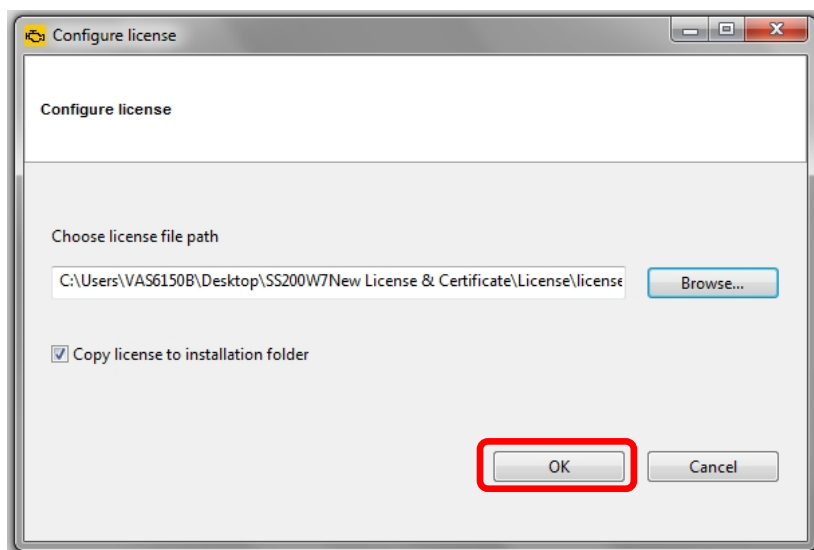
6. **Highlight** the **license.dat** file, and then select **Open**:



Note:

DO NOT double-click the license file in its saved location!

7. Select **OK** to import new license:



8. From the Windows desktop, start ODIS Service (connect to vehicle etc.) and confirm program start and function.