

# Service Information



Offboard Diagnostic Information System Service (ODIS Service) Number: AOS-18-02

Subject: Installation Phase 1 – Preparation, License & Security Certificate Process Instructions Date: Sept. 28, 2017

**Supersedes AOS-17-06 due to revisions that highlight critical instructions.**

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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.*

## 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 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

#### 1.3.1 – License Purpose & Process

- The ODIS Service license ensures authorized use of the software and specifies the brand-specific diagnostic data to be installed and subsequently updated.
- The license file must be requested, downloaded and stored prior to installation during 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.**
- Each license request is reviewed by AoA 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. AoA 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 Phase 2.

## 1.3.2 – Security Certificate Purpose & Process

- The certificate enables authorized online access to various Volkswagen AG Group Services servers. This enables the download, installation and update of ODIS Service software, and diagnostic functions that require secure online communication, e.g.: immobilizer coding etc.
- The 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.
- Certificate requests are submitted online via the **Certificate Request Management System (eCRMS)** application administered by AoA. 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**. AoA 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 device (ODIS Service not previously installed)*
- ☐ *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).

## 2.3 – Assign Device ID

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

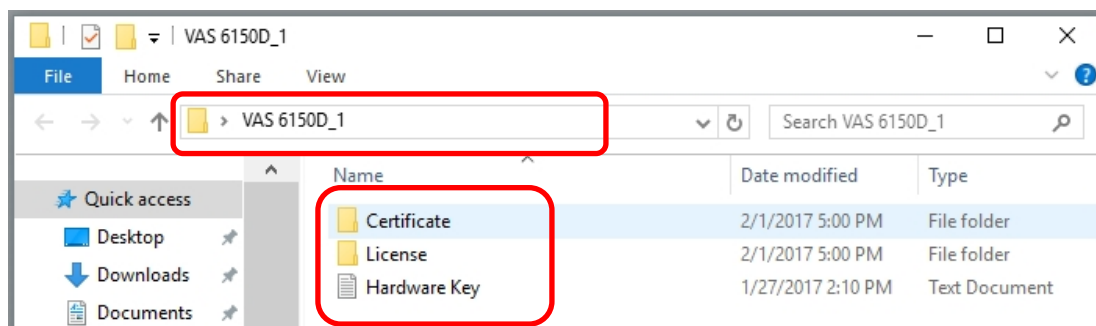
1. Apply a **self-adhesive label** to the diagnostic device in a clean, conspicuous area.
2. Mark the devices' **model designation** along with a **numeric descriptor** on the label (or directly to the device with permanent marker) as per the following suggestions:
  - **6150E\_1** (The underscore 1 indicates **only one of each device is in service**).
  - **6150E\_1, 6150E\_2, 6150E\_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](#)

## 3.0 – License Process

### 3.1 – Request License (eShop)

#### Prerequisites:

- ☐ **Person performing the request has access permission to the eShop application on *iAudi / accessaudi*. (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 **iAudi / accessaudi**
3. Go to: **App Links > Service**, 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.

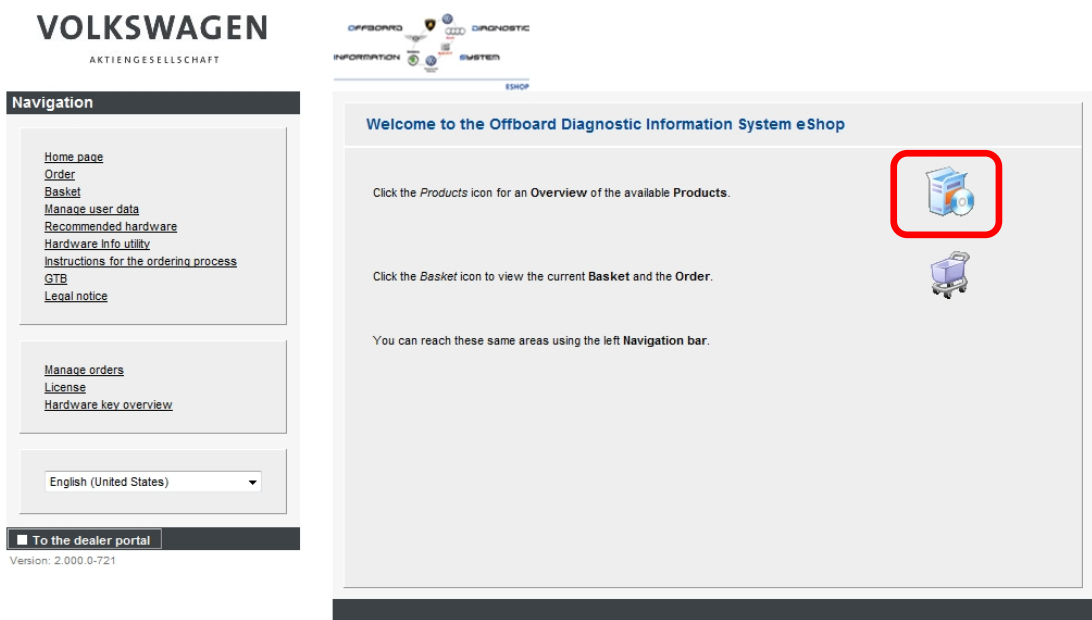
#### Notes:

- 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 Audi and Volkswagen “**Brand products**” during the request process!

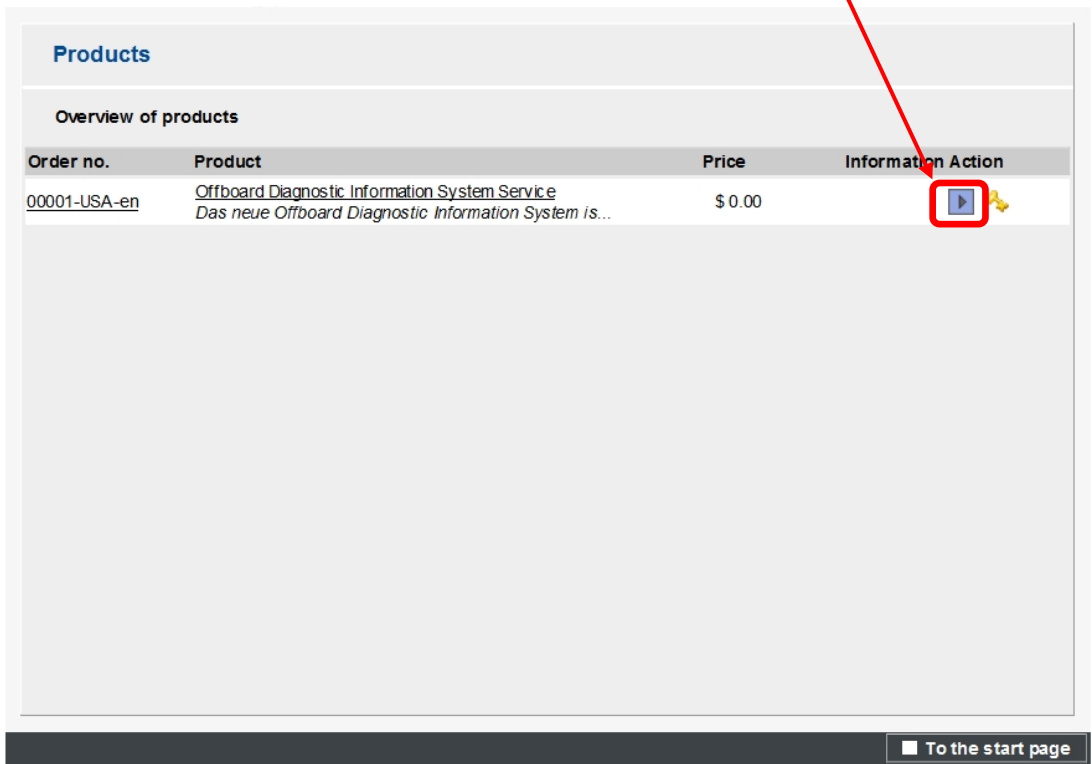
(cont.)



4. Click the **Products Overview Icon**:



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



(cont.)



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**:

Brand rights

Overview of brand rights

| Order no.                      | Brand right                                          | Price   | Information Action                                                                                                                                                      |
|--------------------------------|------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">00001VW-USA-en</a> | <a href="#">VW Brand</a><br>VW Brand Diagnostics     | \$ 0.00 |   |
| <a href="#">00001AU-USA-en</a> | <a href="#">Audi Brand</a><br>Audi Brand Diagnostics | \$ 0.00 |   |

To the products

To the shopping basket

(cont.)

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

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

### Products

| 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                          | <div>Please enter the hardware key</div> <div>Please enter the computer name</div> |
| 00001AU-USA-en | Audi Brand                                     | 3.1                          | <div>Please enter the hardware key</div> <div>Please enter the computer name</div> |

10. Select **Run**:

Do you want to run or save **HardwareInfo\_en\_US.exe** (70.0 KB) from **portal.cpn.vwg**?

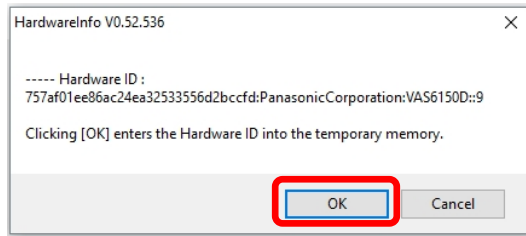
This type of file could harm your computer.

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

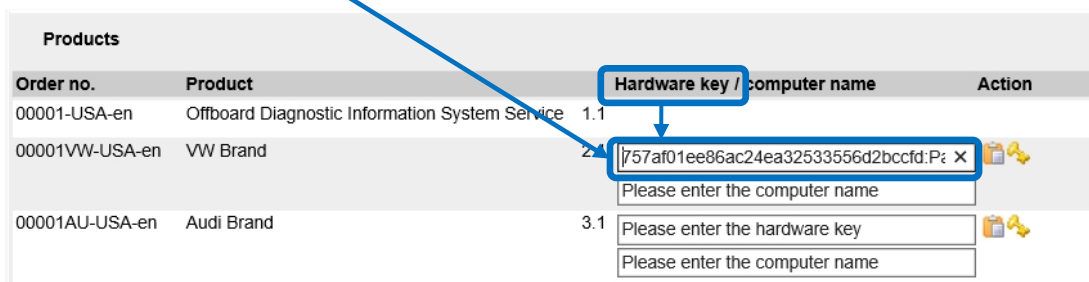
The publisher of HardwareInfo\_en\_US.exe couldn't be verified. Are you sure you want to run the program? [Learn more](#)

(cont.)

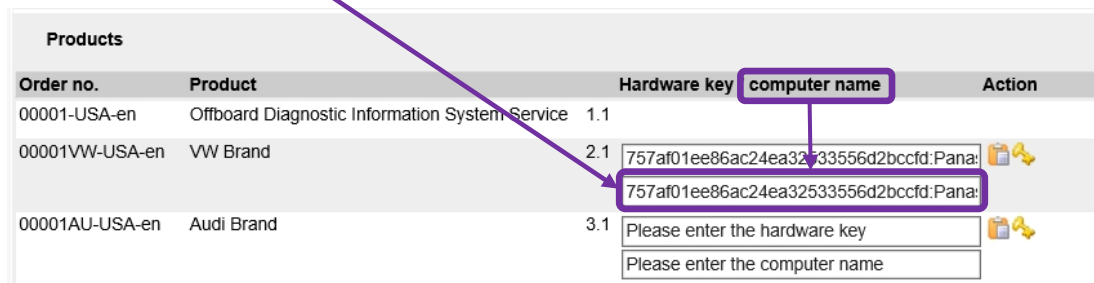
12. Select **OK**. The alpha-numeric **hardware key** is saved in Windows “clipboard” memory:



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

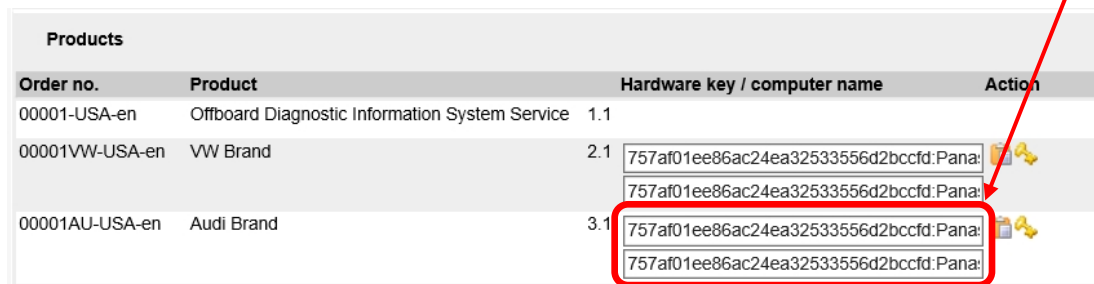


14. **Right-click** the **computer name** field and **Paste the saved hardware key** into the field as illustrated:



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

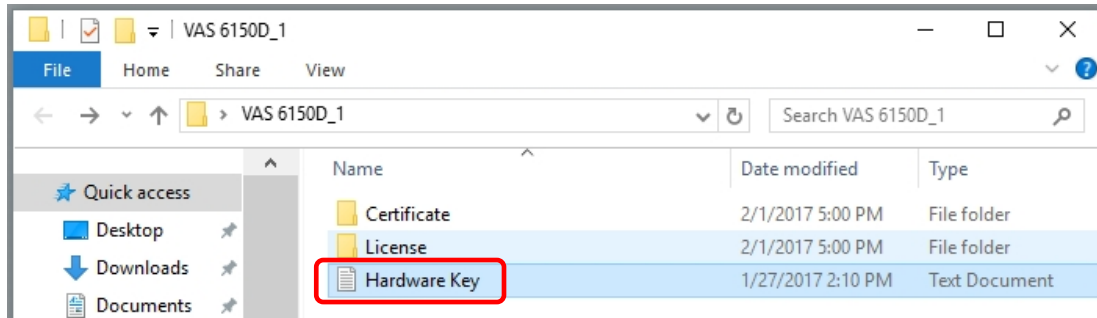
16. **Dual-brand dealers:** **Repeat steps 13 & 14** to paste the saved hardware key in **both** entry fields for the additional brand:



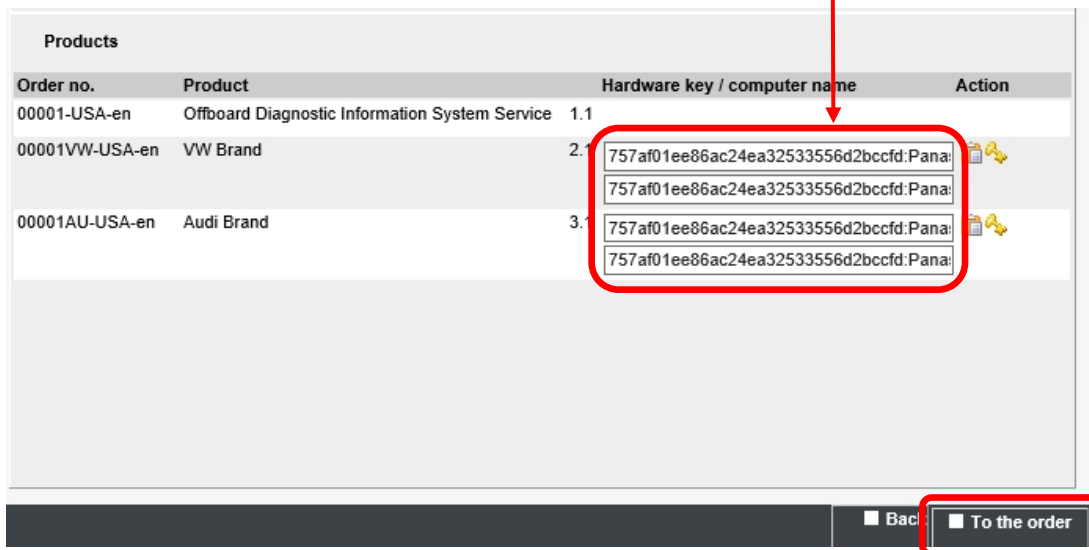
17. **Minimize the Internet Explorer window with the current eShop session.**

(cont.)

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 AoA 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 may be denied!**

(cont.)

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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**:

**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:

Required field, please fill out

26. **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:

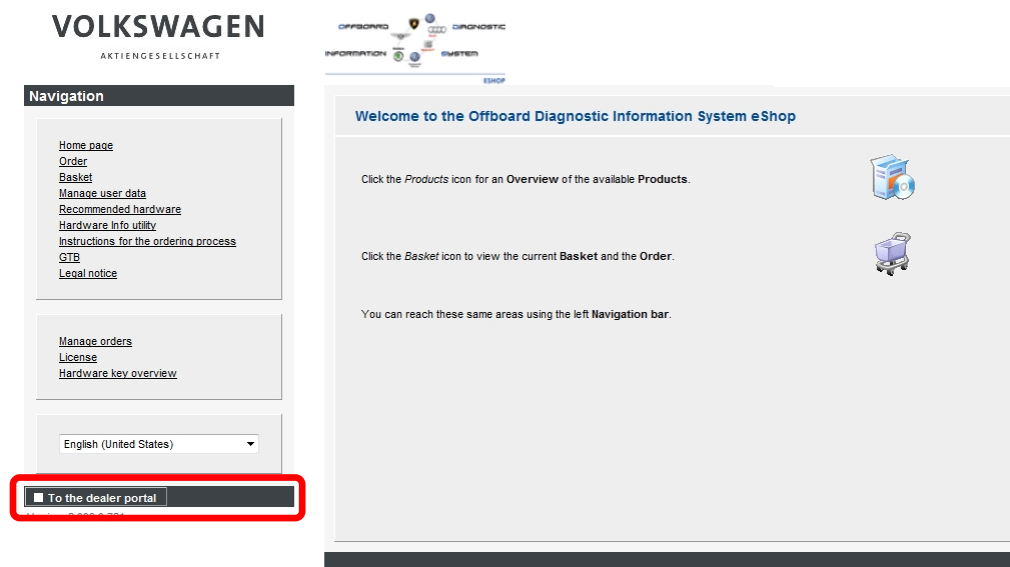
(cont.)

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](#)

## 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.

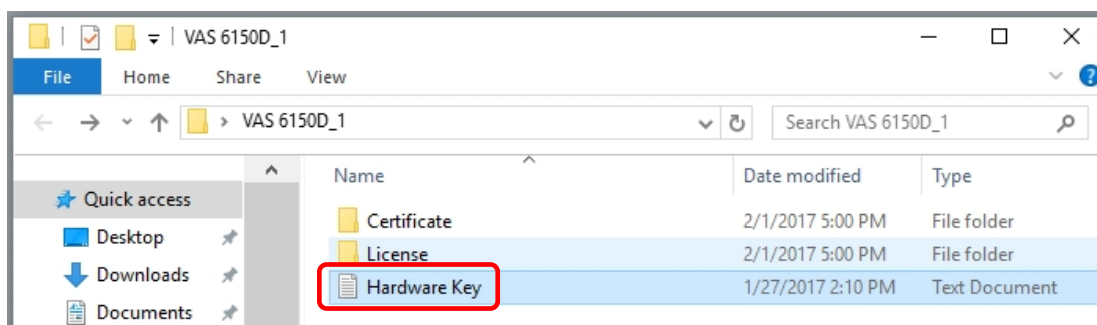
Sample:

|               | 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!

**WAIT** 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:



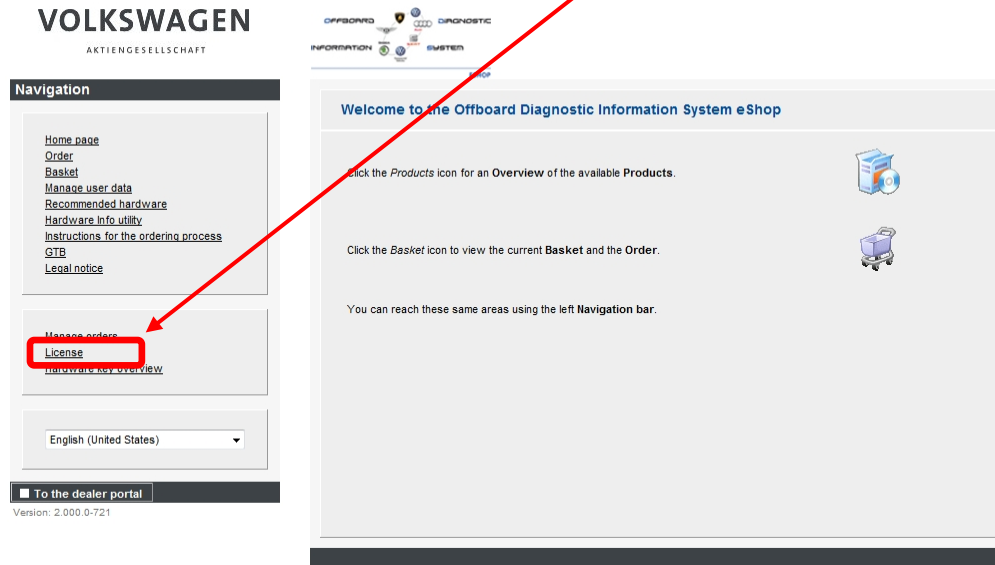
5. **Confirm** that the **order number** recorded in the **Hardware Key** document is the same as that in the **license approval notification email**, and then **Close** the document.
6. **Launch Internet Explorer**
7. Logon to **iAudi / accessaudi**.

(cont.)

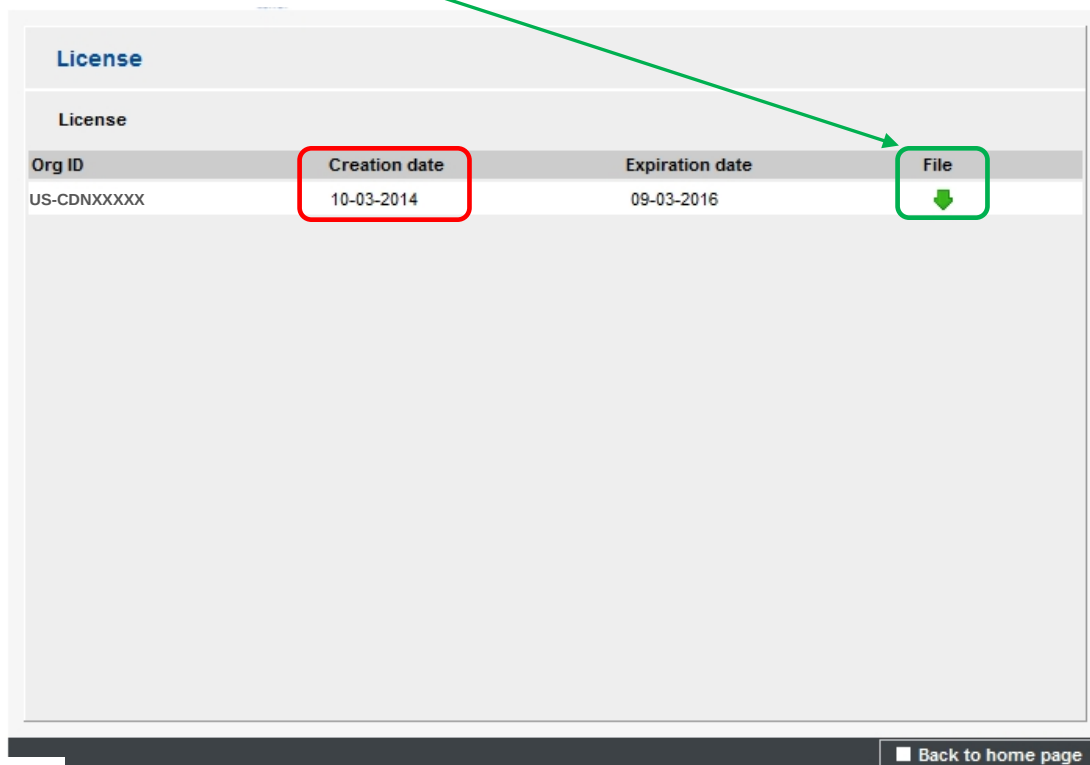
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8. Go to: **App Links > Service**, select the link to **ODIS – eShop**.
9. From the eShop **Navigation** menu, select **License**:



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

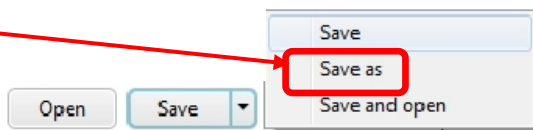


(cont.)

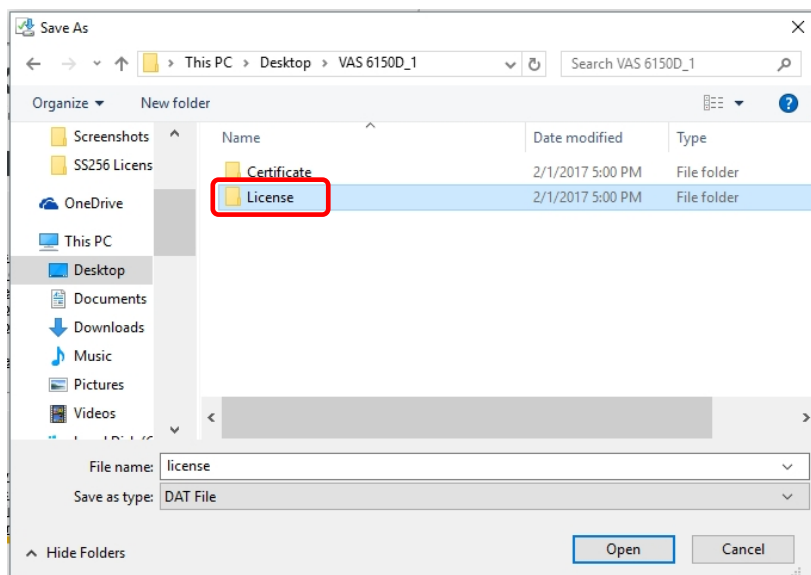
12. Click the **Save dropdown selection arrow**:



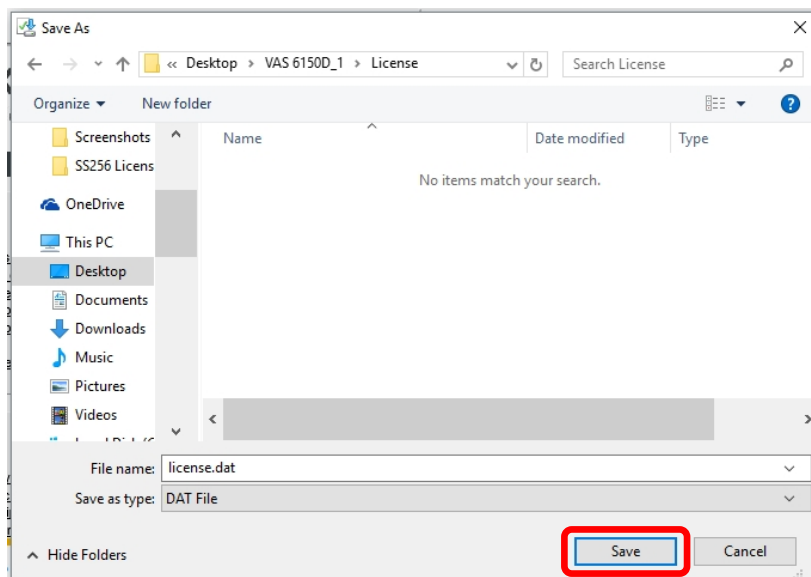
13. Select **Save As**:



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



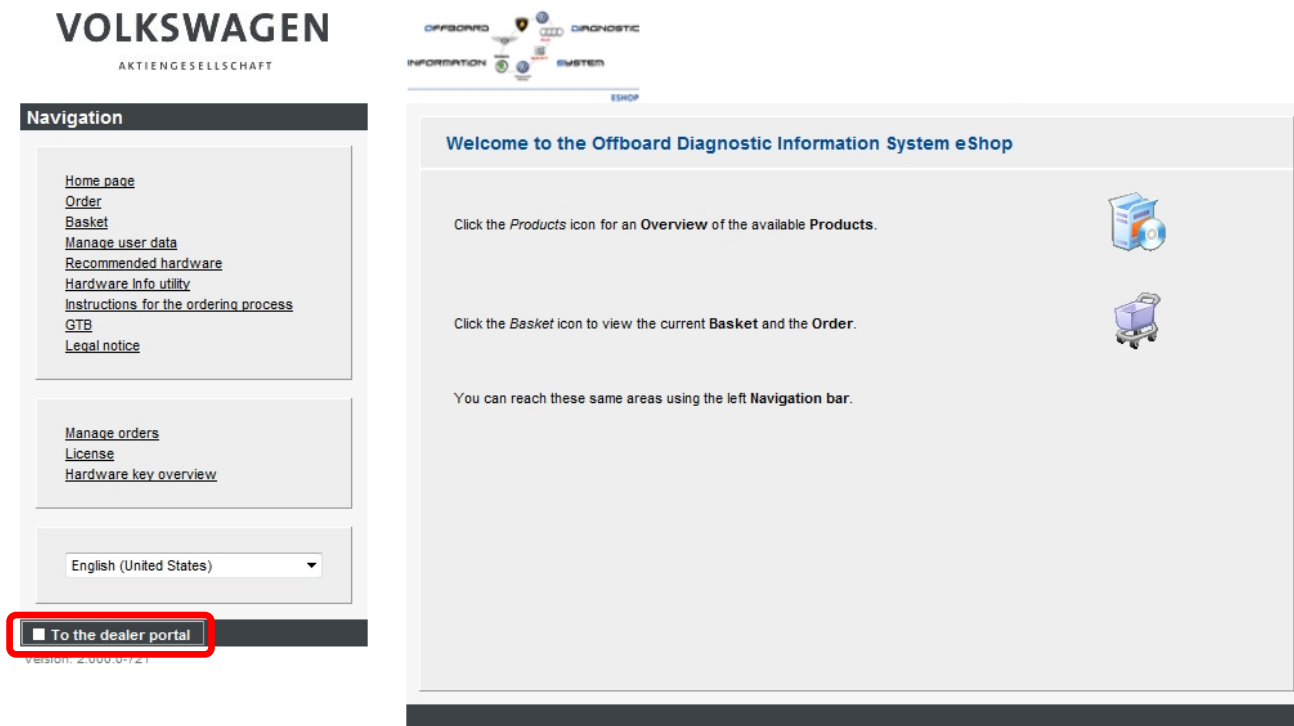
15. Select **Save**:



(cont.)

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](#)

## 4.0 – Security Certificate Process

Authorized dealership personnel are responsible for security certificate **requests and approvals**.

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 – iAudi / accessaudi 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 **iAudi / accessaudi** 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 **iAudi / accessaudi**.
- ☐ 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.

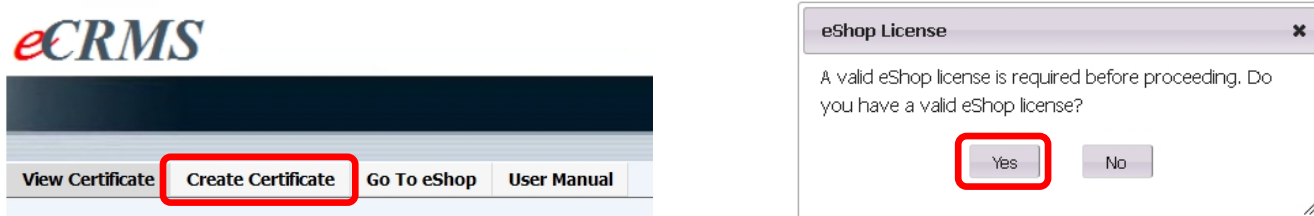
#### **ATTENTION!**

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

1. Start Internet Explorer.
2. Logon to **iAudi / accessaudi** and go to: **App Links > Service**.
3. Click the link to **ODIS Certificate Request Mgmt. System (eCRMS)**.
4. Complete the **eCRMS** logon.

(cont.)

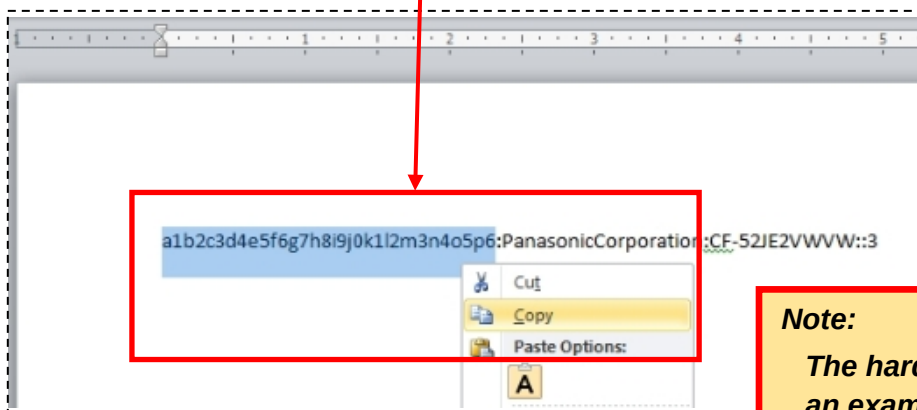
1. Select **Create Certificate** . . . . Yes:



The eCRMS request interface appears.

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

2. Enter /confirm all applicable information required in the **Dealer/Site Information** and **Contact Information** sections.
3. 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.)

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**:

View Certificate Create Certificate Go To eShop User Manual Close eCRMS

**Important:**  
A Service Manager or General Manager at your dealership must log in to eCRMS to approve any pending requests. Please note that Managers cannot approve their own requests.

Dealer Number: 40XXXXXX Dual Dealer Number: 40XXXXXX

Dealer/Site Name: John Smith Autohaus Dealer Phone Number: XXX-XXX-XXXX

Dealer/Site Address

Street: XXXXXXXXXXXXXXXXXXXXXXXX

City: XXXXXXXX State/Province: XXXXXXXX Zip Code: XXXXXXXX Country: XXX

Contact Information

\* Contact Name: John Smith \* Contact Phone Number: XXX-XXX-XXXX \* Contact Email: johnsmith@johnsmith.com \* Confirm Email: johnsmith@johnsmith.com

Device Information

\* Device Type: VASXXXX \* Hardware ID: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX \* Device Name: XXXXXXXX

Submit Reset

For assistance, please contact IT service Desk at 248-754-4357 (4HELP).

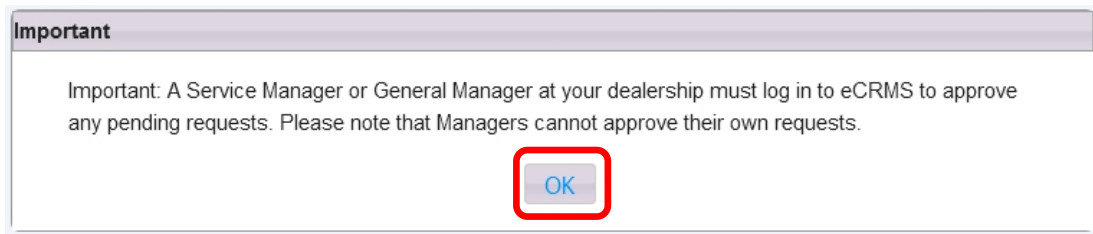
## Note:

**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.)

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



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

**Close eCRMS and Internet Explorer steps are mandatory!**

7. 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 **iAudi / accessaudi** and go to: **App Links > Service**.
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.

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

| <input type="checkbox"/> | Request Number | Device Name                          | Hardware ID                      | Status         |
|--------------------------|----------------|--------------------------------------|----------------------------------|----------------|
| <input type="checkbox"/> | 42527          | <a href="#">352535</a>               | 72c83b8b8ad040c921c3c6034c205042 | Active         |
| <input type="checkbox"/> | 42627          | <a href="#">gsdssdsdg</a>            | 72c83b8b8ad040c921c3c6035c205042 | Active         |
| <input type="checkbox"/> | 42727          | <a href="#">Test001</a>              | 0b12ac04cf979e53af246738b6e5f65e | Active         |
| <input type="checkbox"/> | 42728          | <a href="#">Test002</a>              | 382b5410c12eecb71f8c81c470c17b91 | Active         |
| <input type="checkbox"/> | 42729          | <a href="#">6643ef918c699e00c168</a> | 6643ef918c699e00c16841d24d03978c | Active         |
| <input type="checkbox"/> | 42827          | <a href="#">DSS test</a>             | 0e8ec93100d72ed61905cb3b56a31a0b | Active         |
| <input type="checkbox"/> | 42828          | <a href="#">59b54acf54e71e99277</a>  | 59b54acf54e71e9927764fe2a16143e  | Active         |
| <input type="checkbox"/> | 42829          | <a href="#">JG HP Test</a>           | 34c6af22d4cf1fed0a3b5da8a9f7463a | Pending Review |

### Note:

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

(cont.)

# Service Information



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

Device Information

Device Type:

6150B

Hardware ID:

34c6af22d4cf1fed0a3b5da8a9f7463a

Device Name:

JG HP Test

Approve

Revoke

For assistance, please contact IT service Desk at 248-754-4357 (4HELP).

4. **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.**

- Start Internet Explorer.
- Logon to **iAudi / accessaudi** and go to: **App Links > Service**.
- 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.

- Locate the approved certificate by its **Request Number** and **Active** status:
- Check ☒** the certificate and then select **Download Certificate**:

| <input type="checkbox"/>            | Request Number | Device Name                          | Hardware ID                      | Status |
|-------------------------------------|----------------|--------------------------------------|----------------------------------|--------|
| <input type="checkbox"/>            | 42527          | <a href="#">352535</a>               | 72c83b8b8ad040c921c3c6034c205042 | Active |
| <input type="checkbox"/>            | 42627          | <a href="#">gsdddsdsg</a>            | 72c83b8b8ad040c921c3c6035c205042 | Active |
| <input type="checkbox"/>            | 42727          | <a href="#">Test001</a>              | 0b12ac04cf979e53af246738b6e5f65e | Active |
| <input type="checkbox"/>            | 42728          | <a href="#">Test002</a>              | 382b5410c12eecb71f8c81c470c17b91 | Active |
| <input type="checkbox"/>            | 42729          | <a href="#">6643ef918c699e00c168</a> | 6643ef918c699e00c16841d24d03978c | Active |
| <input type="checkbox"/>            | 42827          | <a href="#">DSS test</a>             | 0e8ec93100d72ed61905cb3b56a31a0b | Active |
| <input type="checkbox"/>            | 42828          | <a href="#">59be54acf54e71e99277</a> | 59be54acf54e71e9927764fe2a16143e | Active |
| <input checked="" type="checkbox"/> | 42829          | JG HP Test                           | 34c6af22d4cf1fed0a3b5da8a9f7463a | Active |

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Print

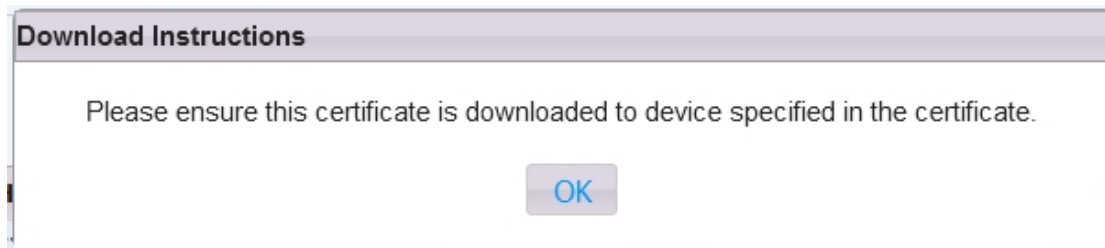
Download Certificate

Create Certificate

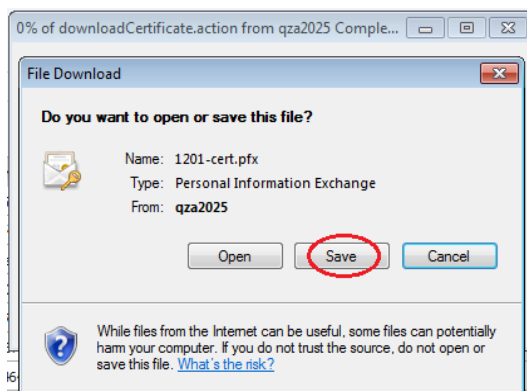
Revoke Certificate

(cont.)

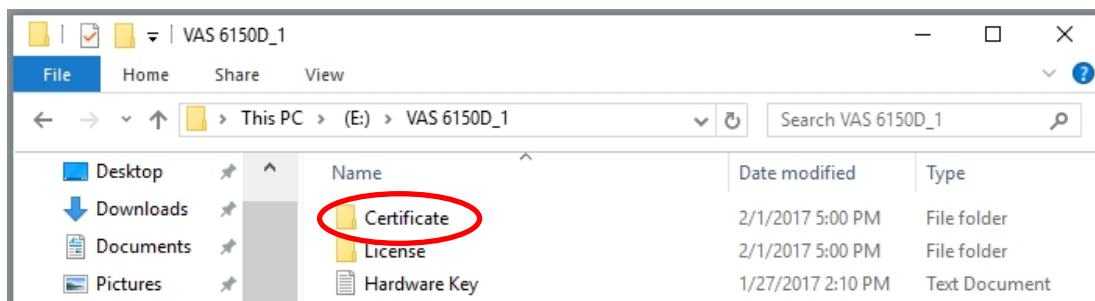
3. Heed the **Download Instructions** message, and then click **OK**:



4. Select **Save**:



5. **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.

6. From the **eCRMS** header, click **Close eCRMS**.
7. **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](#)

## 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.

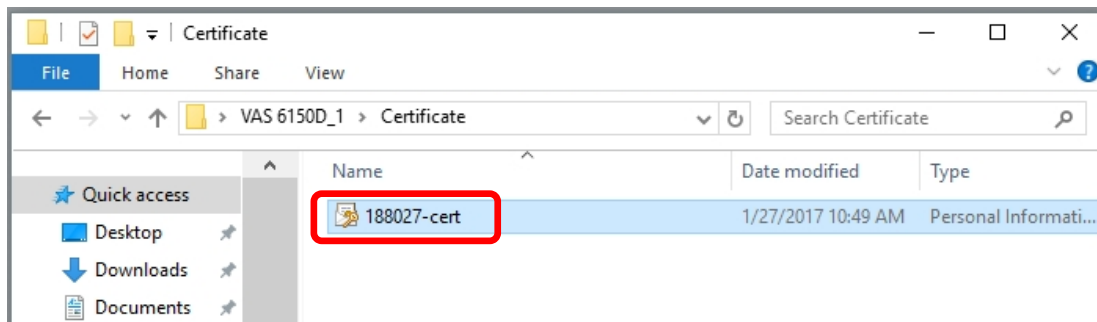
**The first 32 characters of the diagnostic device's hardware key must be entered as a password.**

#### Prerequisites:

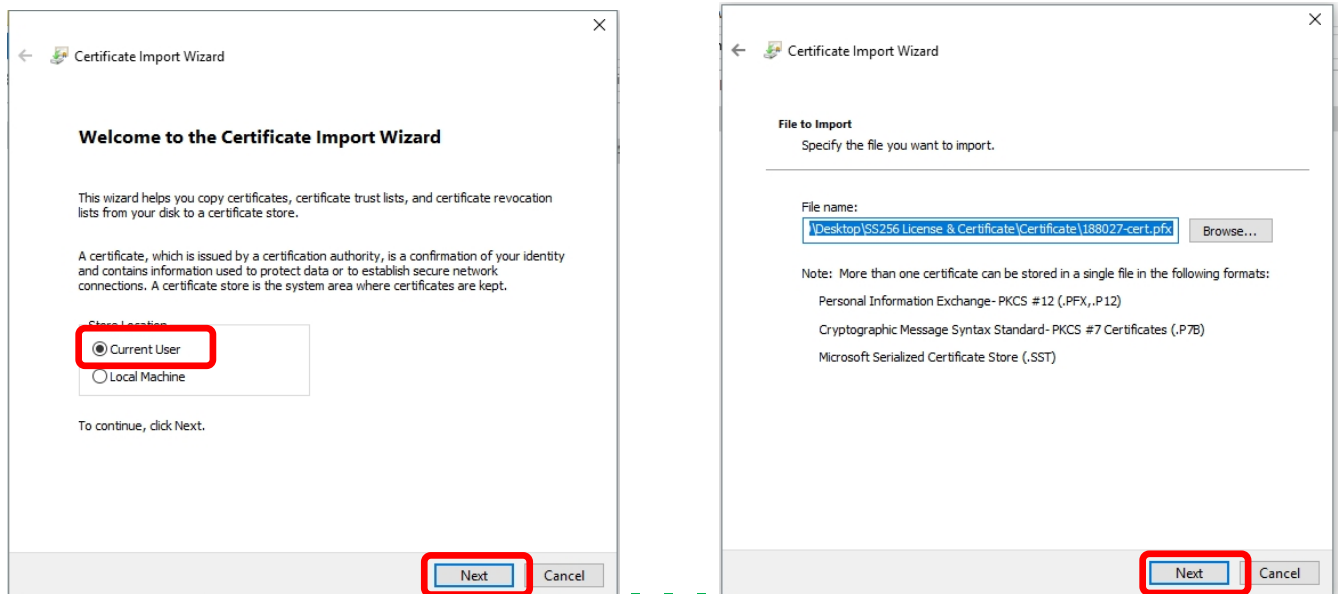
- ☐ Security certificate saved to device folder on diagnostic device desktop and backup USB flash drive.
- ☐ Diagnostic device plugged in to power adapter and booted to Windows desktop.

### 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:**



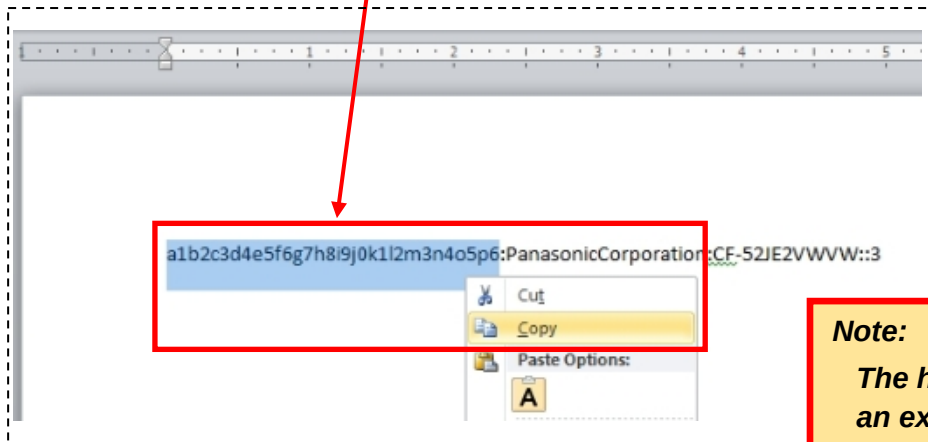
3. Select **Current User**, and then select **Next: . . . Next:**



(cont.)

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:



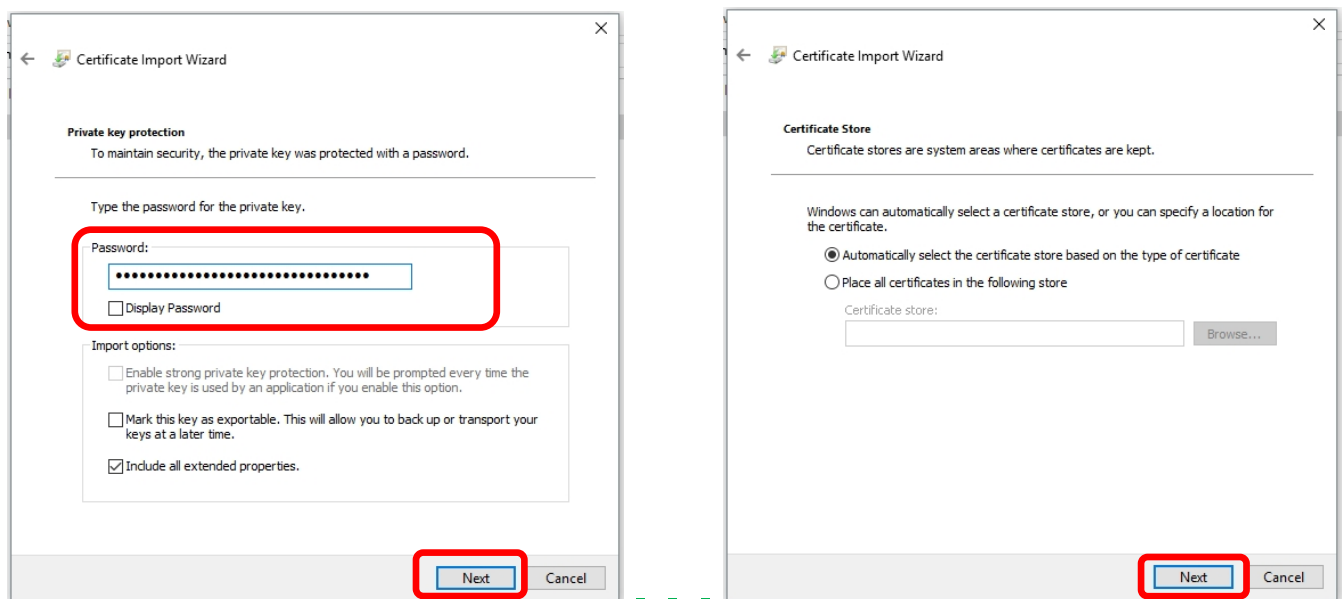
The characters are saved in Windows "clipboard" memory.

**Note:**

*The hardware key illustrated here is an example only!*

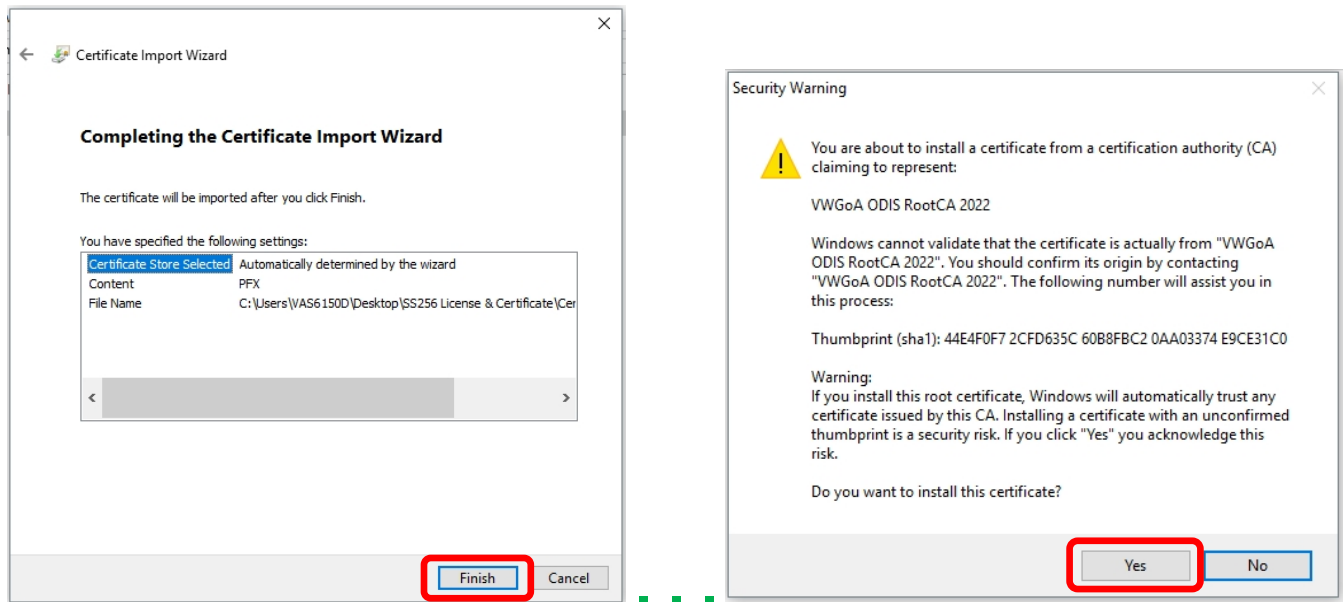
*The hardware key characters must be copied from the hardware key document created earlier!*

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

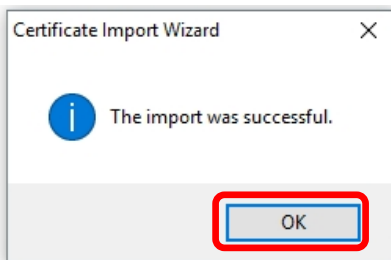


(cont.)

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



## 8. Click **OK**:



**Preparation, License & Security steps completed.**

**Proceed with Installation Phase 2 – Software Installation & Configuration Instructions**