



Volkswagen

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-18-21

Subject: Uninstallation and Reinstallation Instructions

Date: Oct. 3, 2018

Supersedes VOS-17-15 due to updates and 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.**
- 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.

2.0 – Preparation

2.1 – Prerequisites

- ☐ Device operating system is known: **Windows 7 or Windows 10 (not recovered)**
- ☐ A backup copy of the ODIS Service **License file must be available for reinstallation**
- ☐ A backup copy of the ODIS Service **Security Certificate 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!

The device-specific **license file** is required for reinstallation of the application software!

In some cases it may be necessary to reimport the device-specific **security certificate 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 device folder with the stored license and certificate files before proceeding!**

If an **alternate storage location** was chosen for the license and certificate files, **determine that location before proceeding!**

- Uninstallation on Windows 7: [Ref. Section 2.2 – Page 3](#)
- Uninstallation on Windows 10: [Ref. Section 2.3 – Page 4](#)

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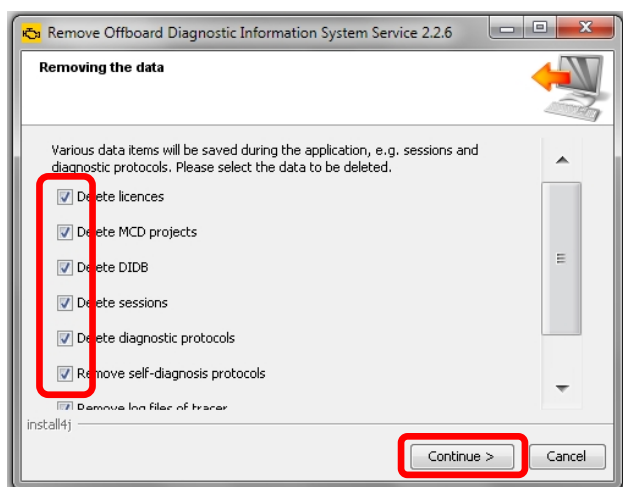
2.2 – Uninstall ODIS Service – Windows 7

Uninstallation Tip for Pros:

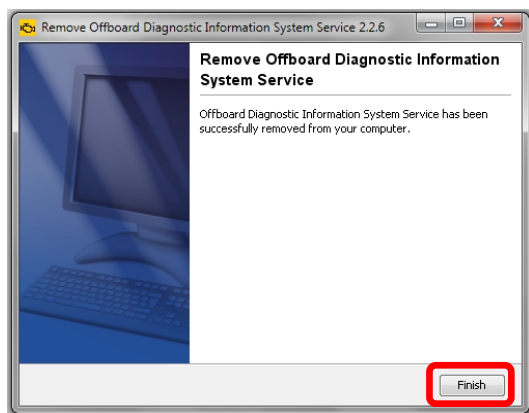
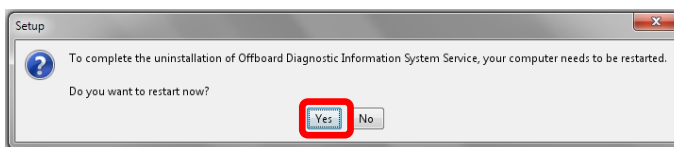
*If you are not aware of, or have not recorded the **Email Outgoing Server** configuration settings in ODIS Service, please **note them now to re-apply during post-setup configuration!***

*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 & Configuration: [Ref. Section 3.0 – Page 6](#)

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2.3 – Uninstall ODIS Service – Windows 10

Uninstallation Tip for Pros:

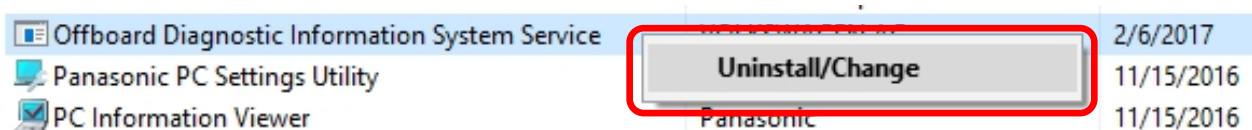
*If you are not aware of, or have not recorded the **Email Outgoing Server** configuration settings in ODIS Service, please **note them now to re-apply during post-setup configuration!***

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

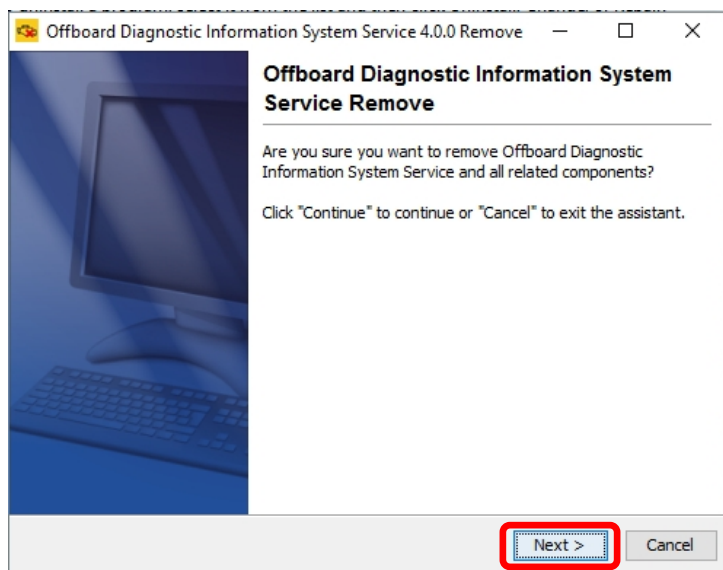
Note:

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**:



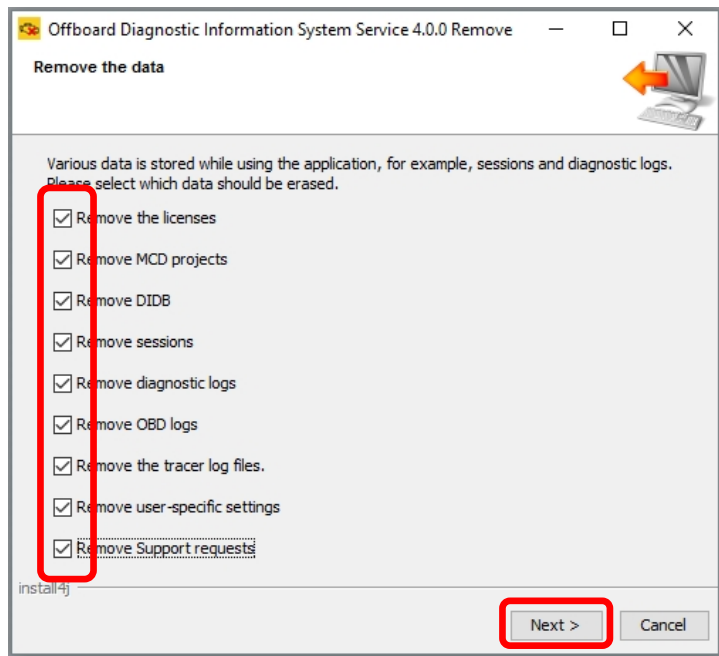
3. Select **Next**:



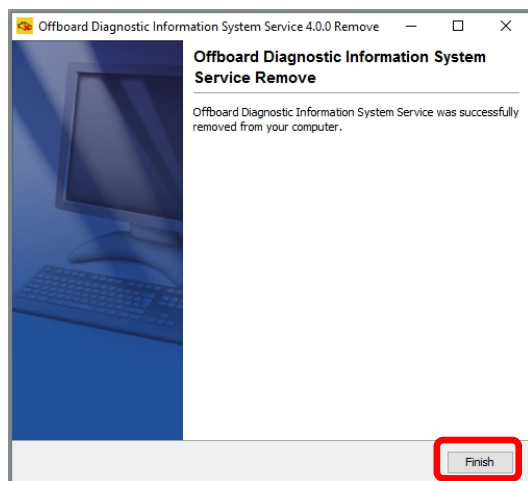
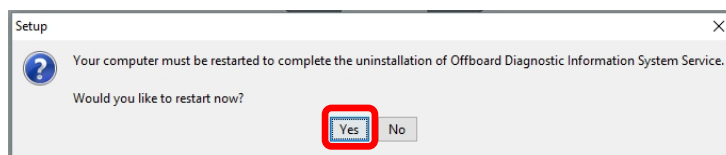
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4. **Check all boxes** in the prompt window (scroll down), and then select **Next**:



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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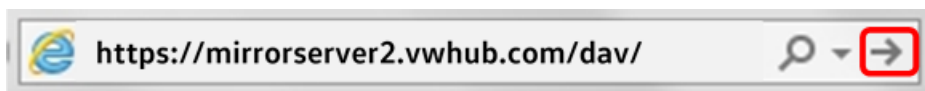
3.0 – Reinstallation & Configuration

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

Note:

*While the appearance and formatting of the Single Setup process screens differ between devices with **Windows 10** and **Windows 7**, their information content and functions are identical.*

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:

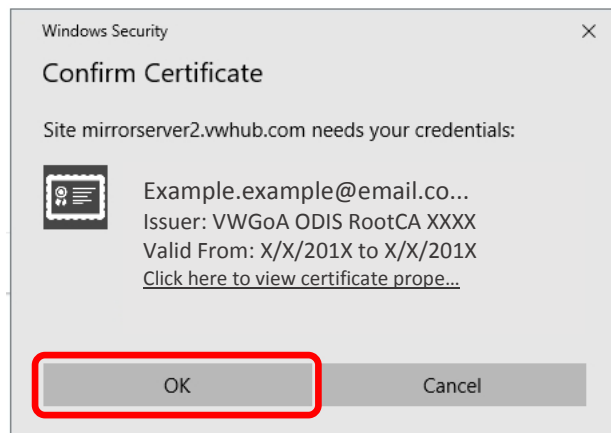


Note: If the web-server URL does not respond, try the options below before contacting Diagnostic Systems Support for assistance.

1. Go to: **Tools > Internet Options > Advanced** and scroll to the bottom. Of all the SSL and TLS options, ensure **ONLY TLS 1.0 and SSL 3.0 are checked**, then re-try the URL.
2. Go to: **Tools > Internet Options > Advanced** and near the bottom of this Window, click **Reset**. This action requires you to re-start Windows, then re-try the URL.
3. Go to: **Tools > Internet Options > Content > Certificates** and ensure the **VWGoA ODIS RootCA certificate** is present, and not expired.

If the confirmation prompt shown below does not appear, confirm the URL is entered correctly, and that the security certificate was installed as per the Phase 1 instructions, Section 4.4.

3. Select **OK**:



Note:

*If multiple certificate confirmation prompts appear, select and confirm the one indicated as:
Issuer: VWGoA ODIS RootCA*

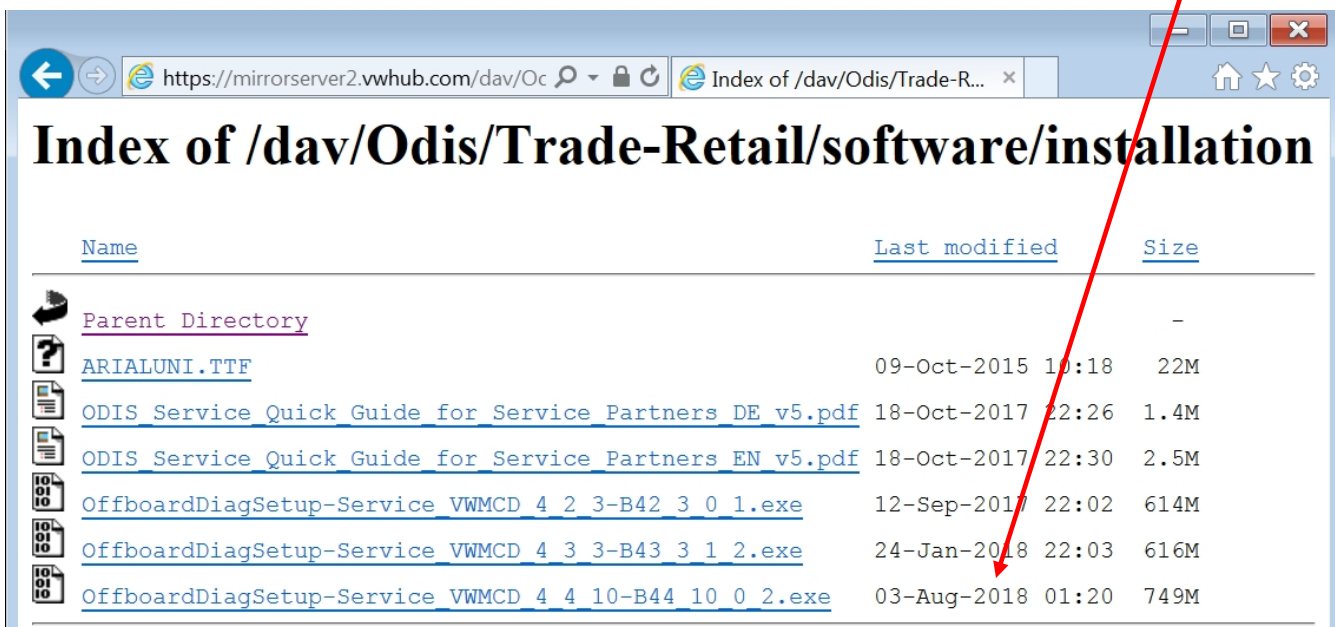
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4. Navigate through the **web-server Indexes** in the following order:

- **Odis/**
- **Trade-Retail/**
- **software/**
- **installation/**

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

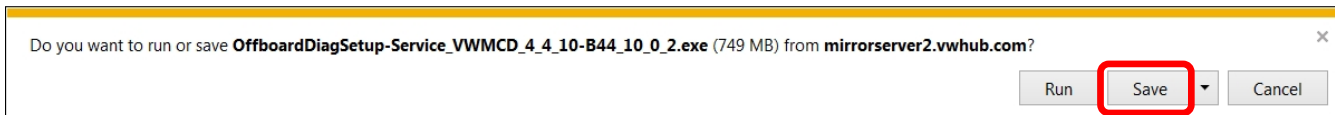


Name	Last modified	Size
Parent Directory	-	-
ARIALUNI.TTF	09-Oct-2015 10:18	22M
ODIS Service Quick Guide for Service Partners DE v5.pdf	18-Oct-2017 22:26	1.4M
ODIS Service Quick Guide for Service Partners EN v5.pdf	18-Oct-2017 22:30	2.5M
OffboardDiagSetup-Service_VWMCD_4_2_3-B42_3_0_1.exe	12-Sep-2017 22:02	614M
OffboardDiagSetup-Service_VWMCD_4_3_3-B43_3_1_2.exe	24-Jan-2018 22:03	616M
OffboardDiagSetup-Service_VWMCD_4_4_10-B44_10_0_2.exe	03-Aug-2018 01:20	749M

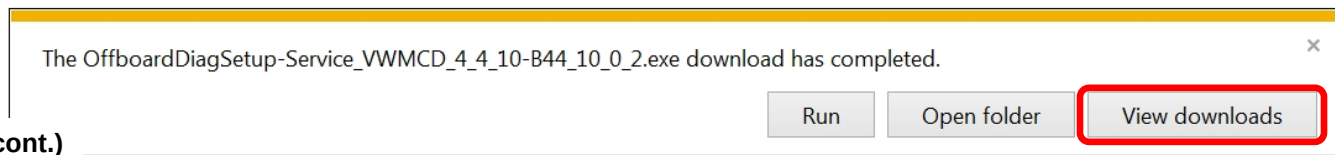
Note:

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

6. Select **Save:** (The file will be saved in the **Downloads** Folder.)



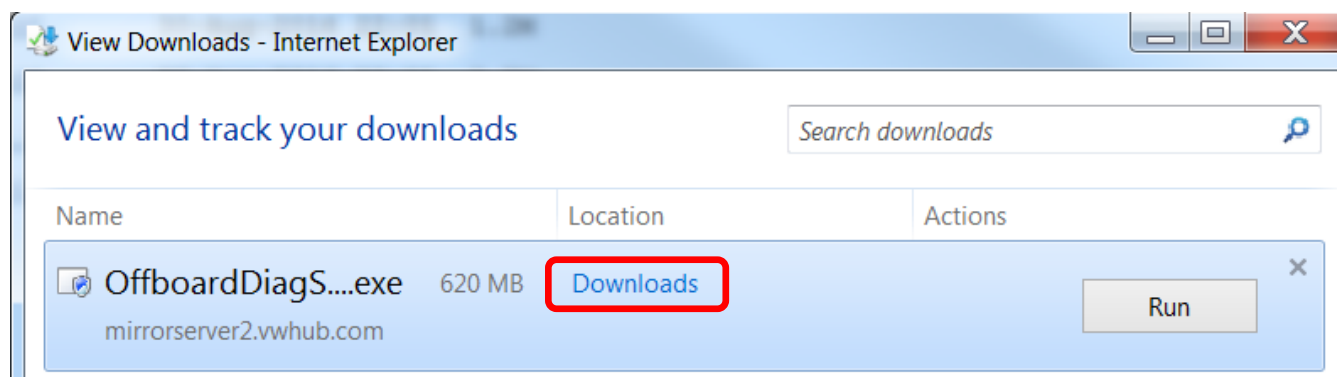
7. Once the download is complete, select **View downloads:**



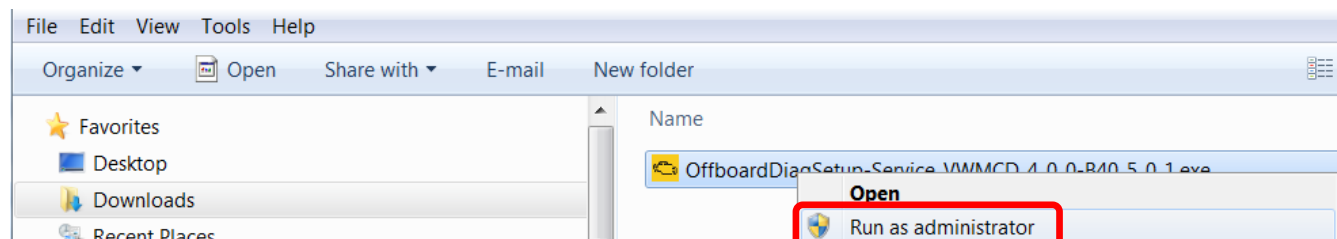
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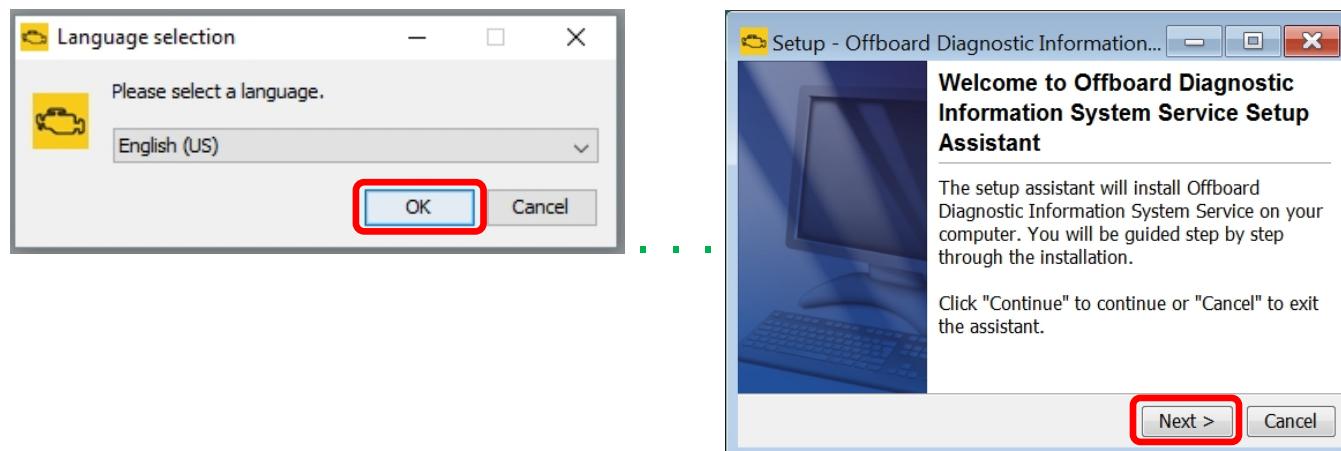
8. Select **Downloads**:



9. Locate the **OffboardDiagSetup.exe** file in the **Downloads** folder, right click and select **Run as administrator**:



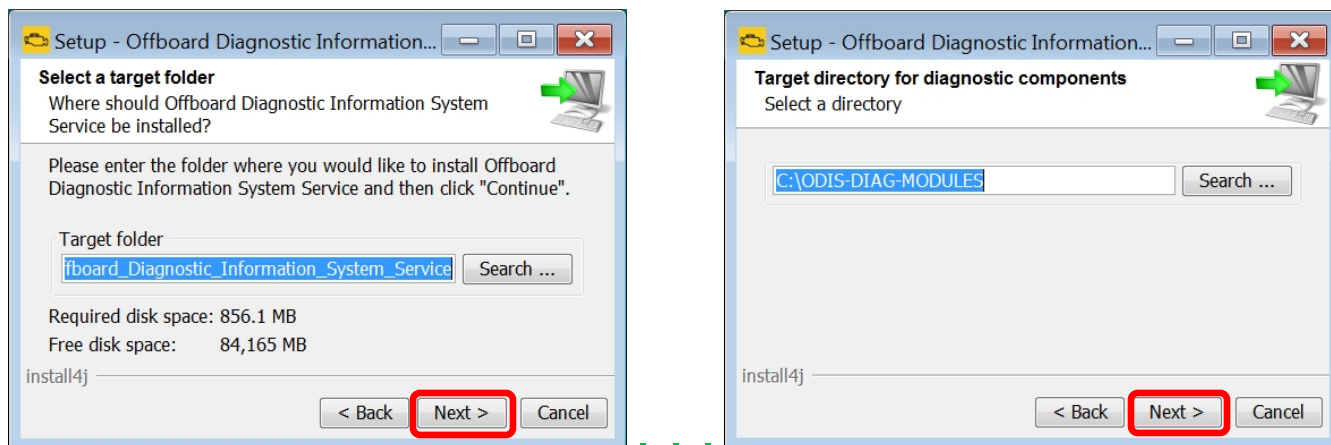
10. Confirm **English (US)** is selected, and then select **OK** . . . **Next**:



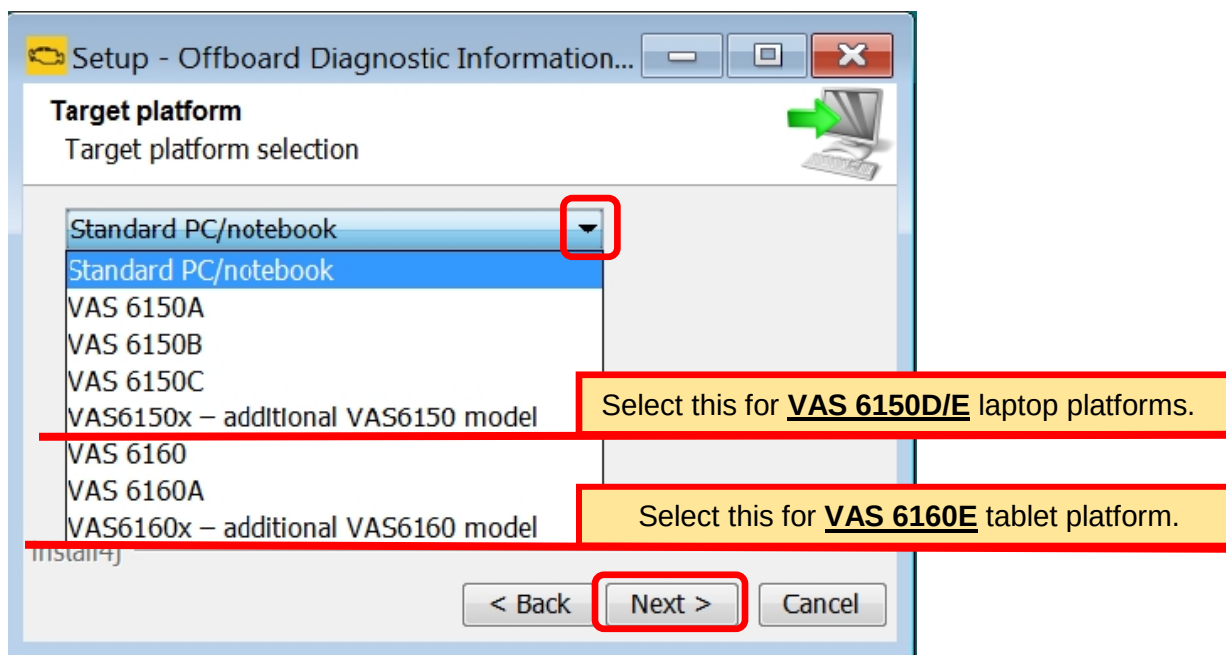
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11. Select **Next** . . . **Next**:



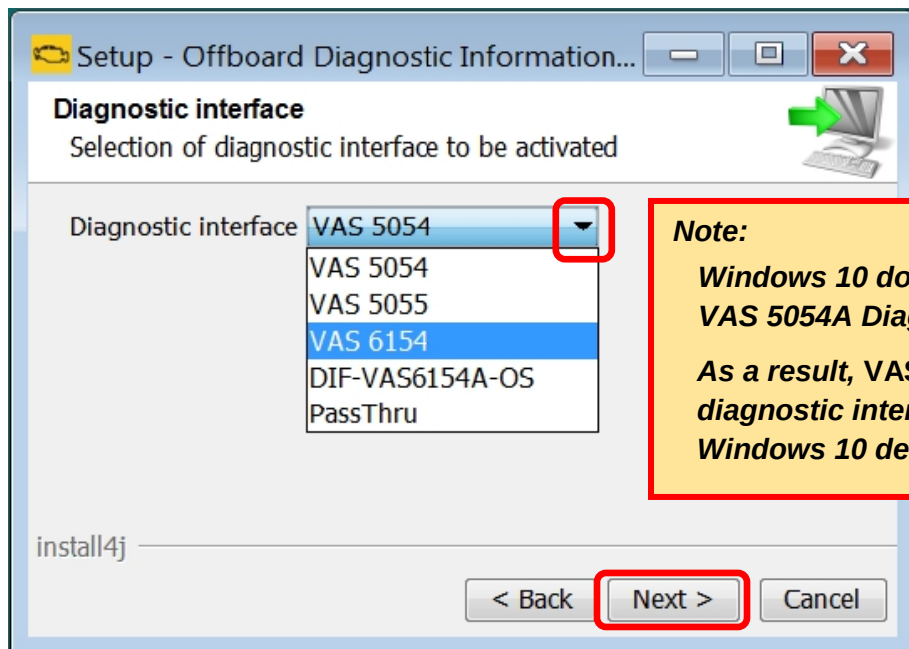
12. Click the **dropdown selection arrow** to display the **Target platform menu**. Select the applicable **diagnostic device model number or type** from the menu, and then select **Next**:



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13. Click the **dropdown arrow** to display the **Diagnostic interface menu**. From the menus, select the applicable **diagnostic interface** that will be used; **either** VAS 5054, OR VAS 6154 (ref. **Note:** below), and then select **Next**:



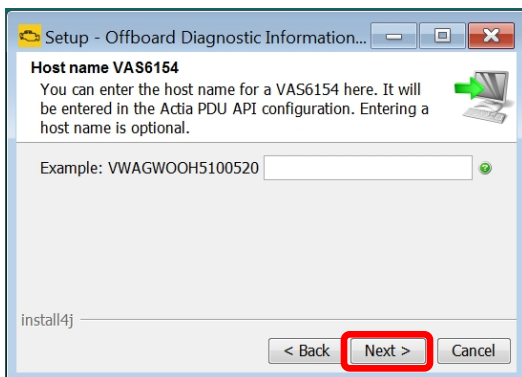
Note:

Windows 10 does not support use of the VAS 5054A Diagnostic Interface!

As a result, VAS 6154 is the only VAS diagnostic interface selection possible on Windows 10 devices.

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.)



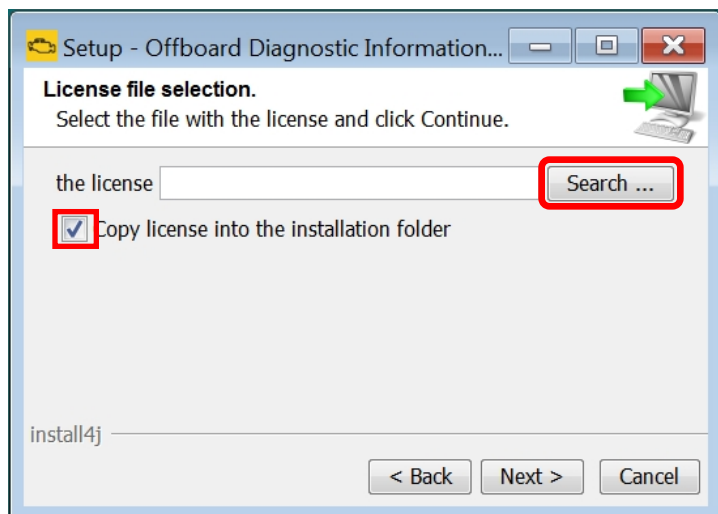
Note:

*When the VAS 6154 hostname is configured, the interface software will automatically locate and connect to the VAS 6154 whose hostname (serial number) was entered. This essentially "pairs" the VAS 6154 with the diagnostic device, and the two should be used together at all times. For details on how to properly obtain your hostname, please refer to **Service Information - ODIS Service Diagnostic Device & Windows document titled: VAS 6154 Diagnostic Interface - WLAN Performance Optimizations***

(cont.)

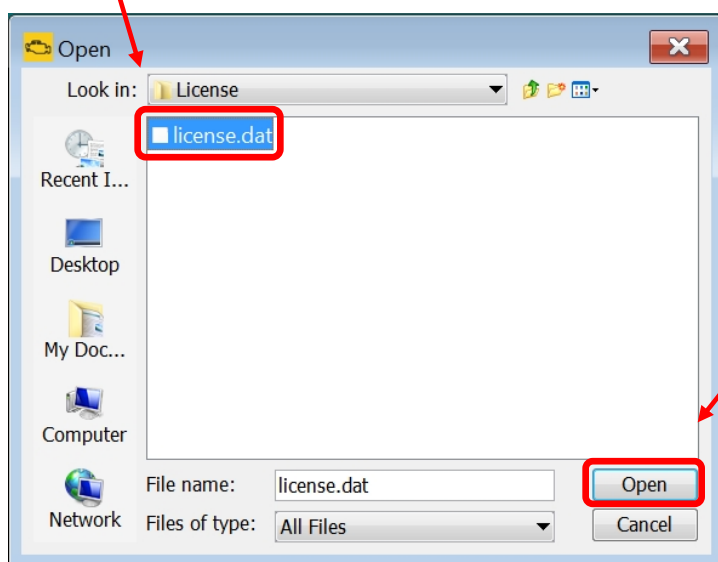
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16. Ensure **Copy license to the license folder** is checked, and then click **Search...**:



17. **Open** the “**device folder**” on the Windows desktop (or alternate location with the saved license file) and **Open** the “**License**” subfolder.

18. **Select / highlight** the license (.dat) file from its saved location (**DO NOT double-click**), and then click **Open**:



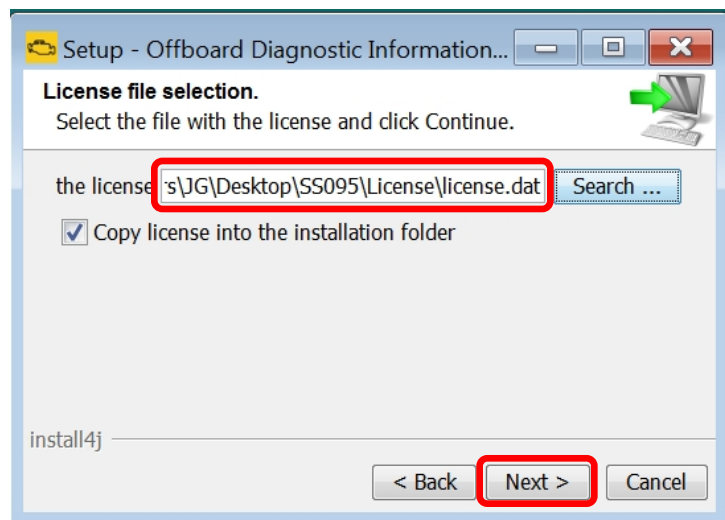
Note:

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

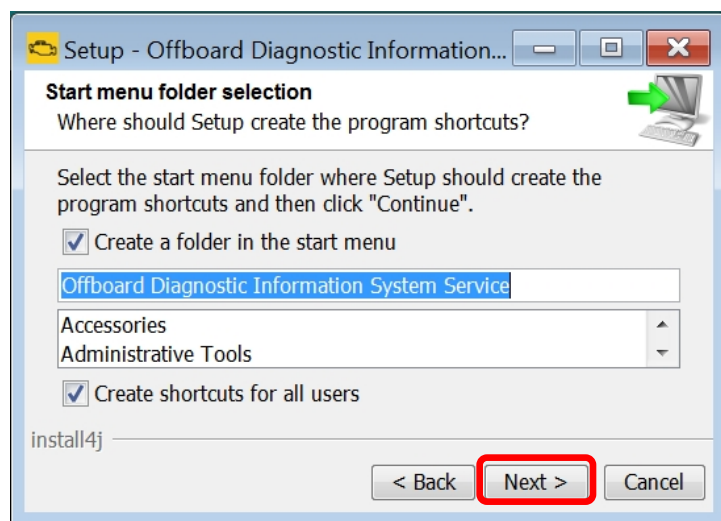
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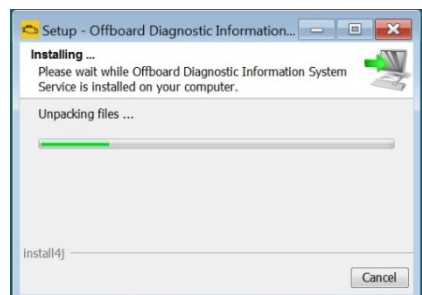
19. Ensure the **license file directory path** appears in the **installation window**, and then select **Next**:



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



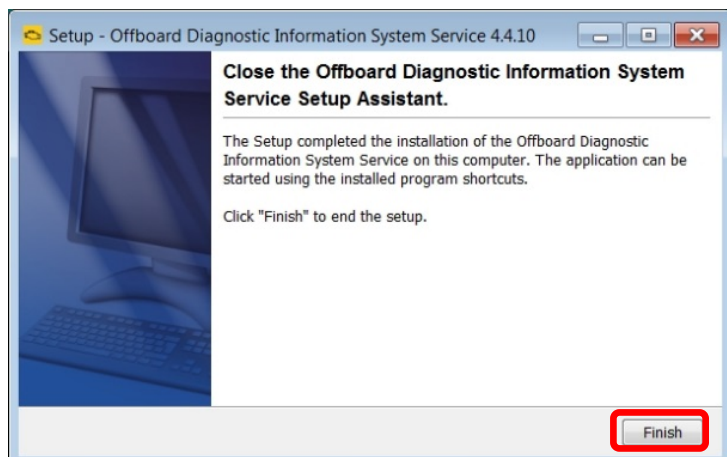
21. **Wait** while several different phases of the installation take place:



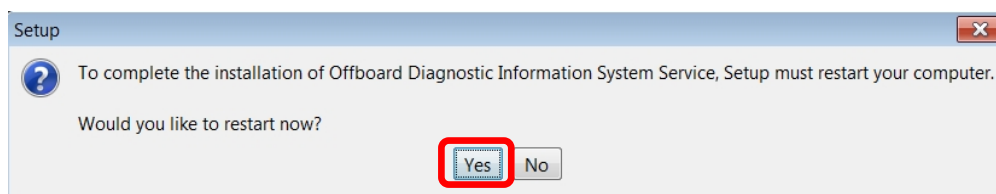
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22. Click **Finish**:

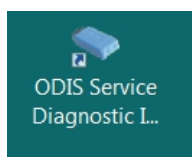


23. Select **Yes**:



24. **After the device restarts**, confirm that the applicable **diagnostic interface** programs are present and will open as follows:

- If **VAS 5054** was selected during the ODIS Service installation routine, locate and open the **ODIS Service Diagnostic Interface Configuration** program from the Windows desktop:



- If **VAS 6154** was selected during the ODIS Service installation routine, go to:
Windows Start > All Programs > XS_D_PDU_API_OS and open **XS D PDU API Tester**

If the above programs are not present or do not open, uninstall and reinstall ODIS Service.



Single-Setup steps completed. Proceed to [Section 3.2 – Page 14](#)

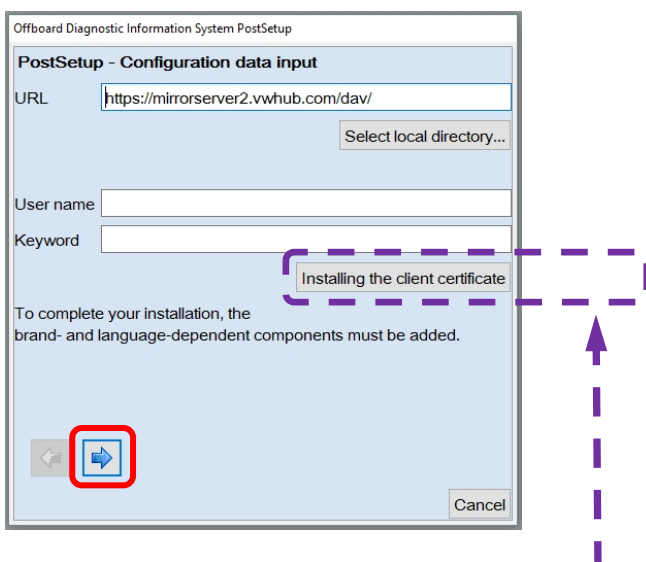
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3.2 – Diagnostic Database Download & Installation – “Post-Setup”

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



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



Notes:

If one of the following error messages appears after clicking the **Forward Arrow** button, try the solutions specified below **before** contacting Diagnostic Systems Support (DSS):

- **ODS1003E – Solution:** Click the [Installing the client certificate button](#) to reimport your ODIS Security Certificate from the device folder or alternate storage location. Refer to the **Installation Phase 2 - Software Installation & Configuration Instructions** document, **Section 3.2**.
- **ODS6106E – Solution:** Request & download a new ODIS Security Certificate, then import the new certificate to the ODIS Service application. Refer to the following documents on ServiceNet > ODIS Service:
 - Request & download > Refer to the **Security Certificate Renewal Instructions** document, **Sections 2.1 and 2.3**.
 - Import certificate to ODIS Service > Refer to **Installation Phase 2 - Software Installation & Configuration Instructions** document, **Section 3.2**.

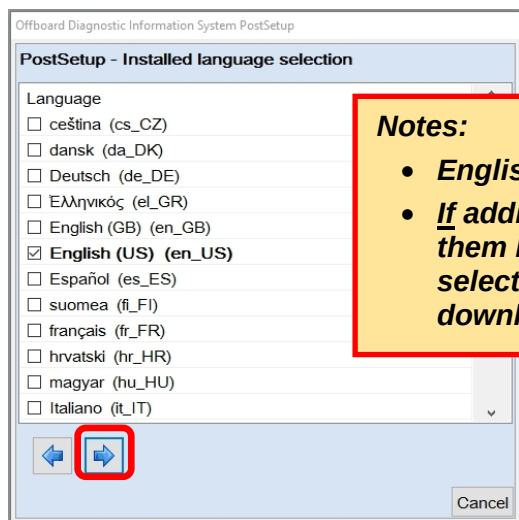
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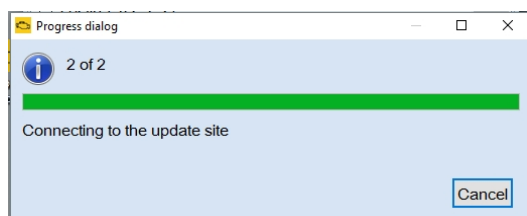
3. Click the **Forward Arrow** button once you select your language(s):



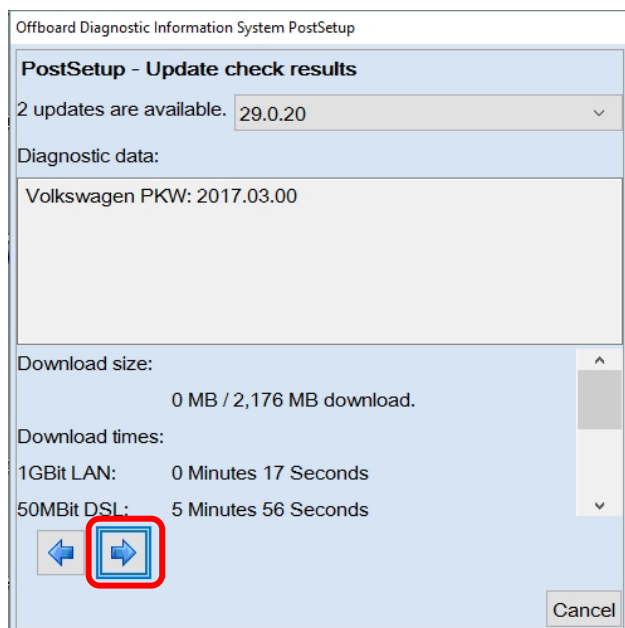
Notes:

- **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!**

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



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



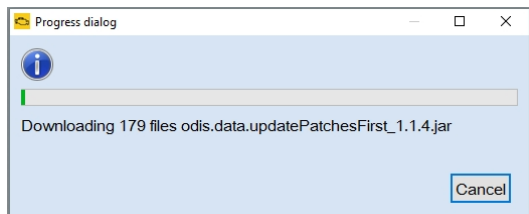
Notes:

- **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**.**

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



Download times depend on single brand or dual brand data (**dual = longer**), the dealership network download speed and network traffic (**slower Mbps + busy = longer**).

7. **Read and close the Release Notes window.**
8. **Read the Warnings/notes information, scroll down and click OK.**

The **ODIS Service main window** appears.

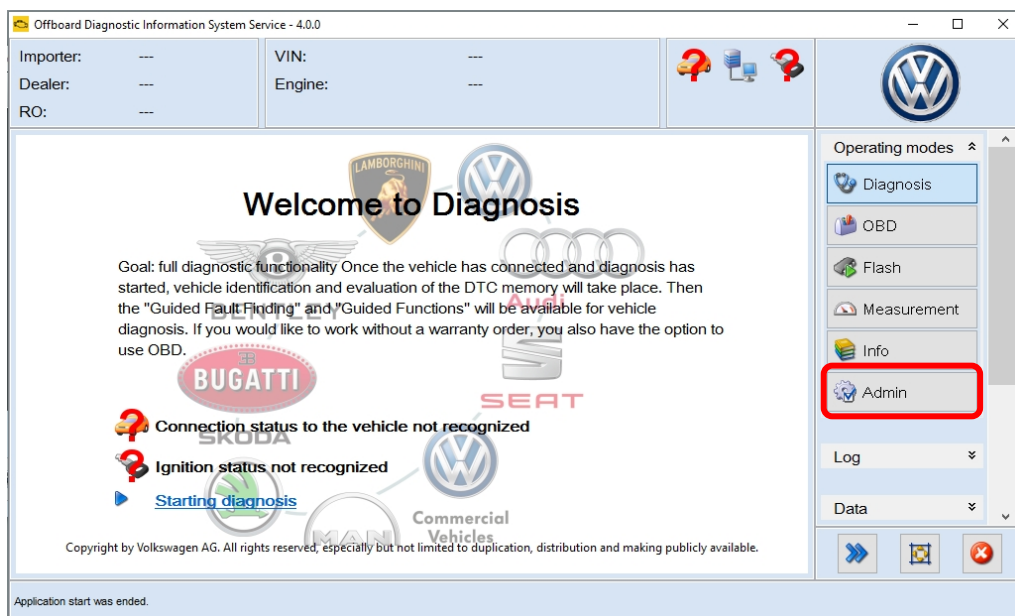
The **VW brand design** is displayed by default.

Post-Setup – Diagnostic Data Installation steps completed. Proceed to Section 3.3 below

3.3 – Configure Connection Type

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

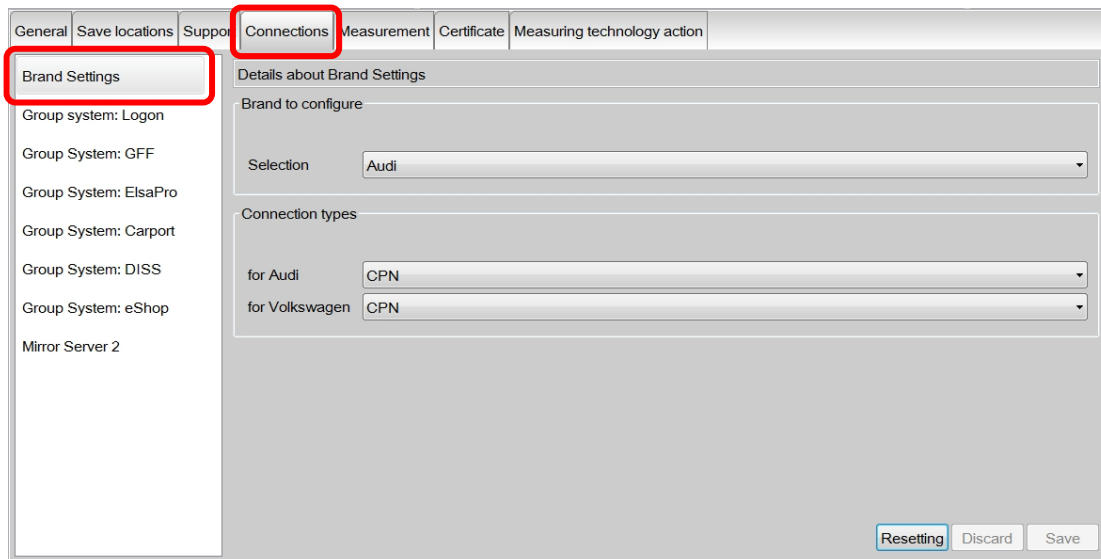
1. From the ODIS Service main screen, select **Admin**:



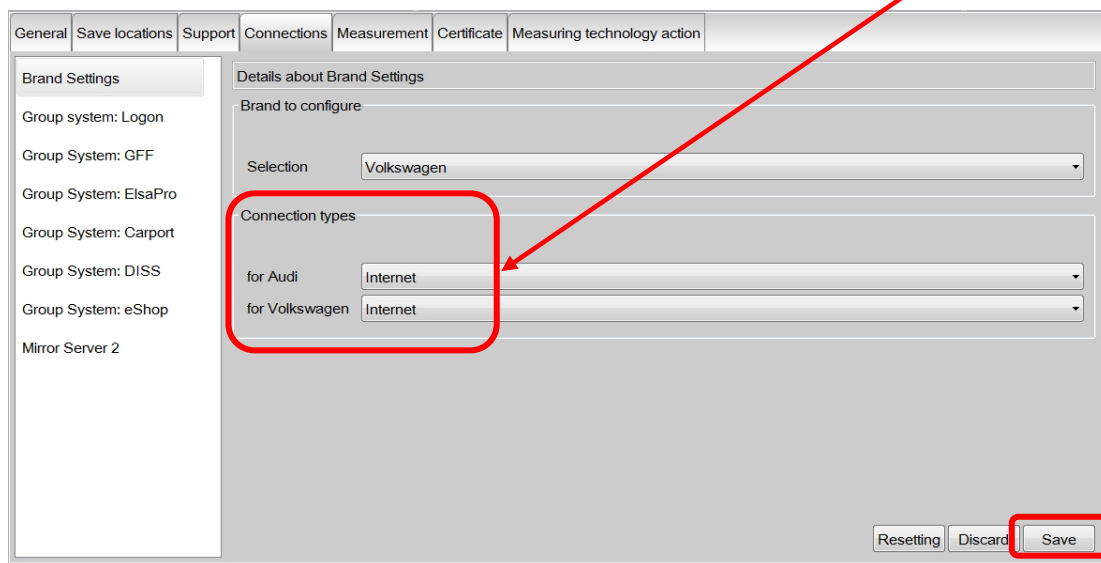
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2. Select the **Connections** tab. The **Brand settings** subsection is displayed first by default:



3. **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 – Page 18](#)

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3.4 – Additional Configurations

Perform the additional configurations specified below **before returning the device to service**.

3.4.1 – Post-Setup Configuration

For detailed instructions refer to the **Installation Phase 2 – Software Installation & Configuration Instructions** document, **Section 4.0** and its applicable subsections:

- ☐ **Administration – General** > Phase 2 document - subsection 4.1
- ☐ **Administration – Support** > Phase 2 document - subsection 4.2
- ☐ **Administration – Connections** > Phase 2 document - subsection 4.3

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:

> 2015: ***VAS 5054A Diagnostic Interface – Bluetooth & EDIC Configuration, Section 4.0***

☐ **Windows 7 & Windows 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:

> 2017: ***VAS 6154 Diagnostic Interface – Startup Guide, Section 2.2***

- ☐ **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:

> 2014: ***VAS 6356 Test Instruments Box – Software Configuration***

☐ **All ODIS Service Application & Diagnostic Data Reinstallation steps completed.**
