

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-18-22

Subject: Software License and Security Certificate Guide

Date: Oct. 5, 2018

Supersedes VOS-16-07 due to updated information.

We are aware that some dealership personnel continue to confuse the ODIS Service software **license** file with the security **certificate** file and vice-versa. This results in uncertainty when users were prompted to renew the software **license**.

The guide below summarizes the purpose of each file type, their lifespan and administrative guidelines.

Please share the information below with all affected personnel!

ODIS Service License and Certificate Guide			
File Type	Purpose /Notes	Lifespan	Administration
License	The license enables the authorized installation and use of ODIS Service software.	2 years from date of file installation	<ul style="list-style-type: none"> License files (new and renewals) are requested from the eShop website. License requests must be made using the diagnostic device on which ODIS Service is installed* When approved, license files are downloaded from the eShop website.
Certificate	The certificate enables the authorized online connection between the diagnostic device / ODIS Service and Volkswagen AG (VWAG) Group servers for immobilizer coding, transmission of diagnostic logs, SVM, software updates etc.	3 years from date of file importation	<ul style="list-style-type: none"> Certificate files (new and renewals) are requested from the eCRMS website. Authorized dealership personnel are responsible for requesting and approving certificate requests* When approved, certificate files are downloaded from the eCRMS website.
<p>* For detailed information on the license and security certificate request and installation processes, please refer to the following ODIS Service - Service Information documents:</p> <ul style="list-style-type: none"> ☐ Installation Phase 1 – Preparation, License & Security Certificate Process Instructions ☐ License Renewal Instructions ☐ New Security Certificate Request and Approval Process ☐ Security Certificate Renewal Instructions 			