

Service Information

Diagnostic Device Hardware & Windows®

Number: VHW-18-09

Subject: VAS 6150D & 6160C with Windows 10 - Hardware Key & Windows Feature Updates

Date: July 26, 2018

Supersedes VHW-17-15 and VHW-18-07 to consolidate information.

1.0 – Introduction

If an “Invalid License...” message appears when launching ODIS Service on **VAS 6150D** and **VAS 6160C**, and the message appears within the 2-year lifespan of the license, the device **hardware key** may have been changed by the recent installation of a Windows 10 “Feature Update”. When this occurs, new license & certificate files must be requested and installed before ODIS Service can be used.

In most cases, Windows feature updates are not required for diagnostic device use. As it is not possible to anticipate which feature updates may or may not change the hardware key, **we recommend deferring Windows feature updates on all VAS 6150D and VAS 6160C with Windows 10.**

However, as Microsoft discontinued security updates for **all feature updates prior to and including version 1607**, many of the above devices are vulnerable to malicious software. Unfortunately, updating versions up to/incl. 1607 (to maintain device security) **will change the device hardware key** and require new license & certificate files as defined above.

If an “Invalid License...” message appears on VAS 6150D or VAS 6160C with Windows 10: Check the current feature update version, decide on next steps based on the installed version and dealership I.T. policy, defer feature updates and request new license and certificate files. Details follow:

2.0 – Check Feature Update Version

1. Select the **Windows Start** icon.
2. Scroll down and navigate through: **Settings > System > About**
3. Note the **Version** (example):

Edition	Windows 10 Pro
Version	1607
OS Build	14393.2189
Product ID	00330-50516-24941-AAOEM
Serial number	7DTCA27900

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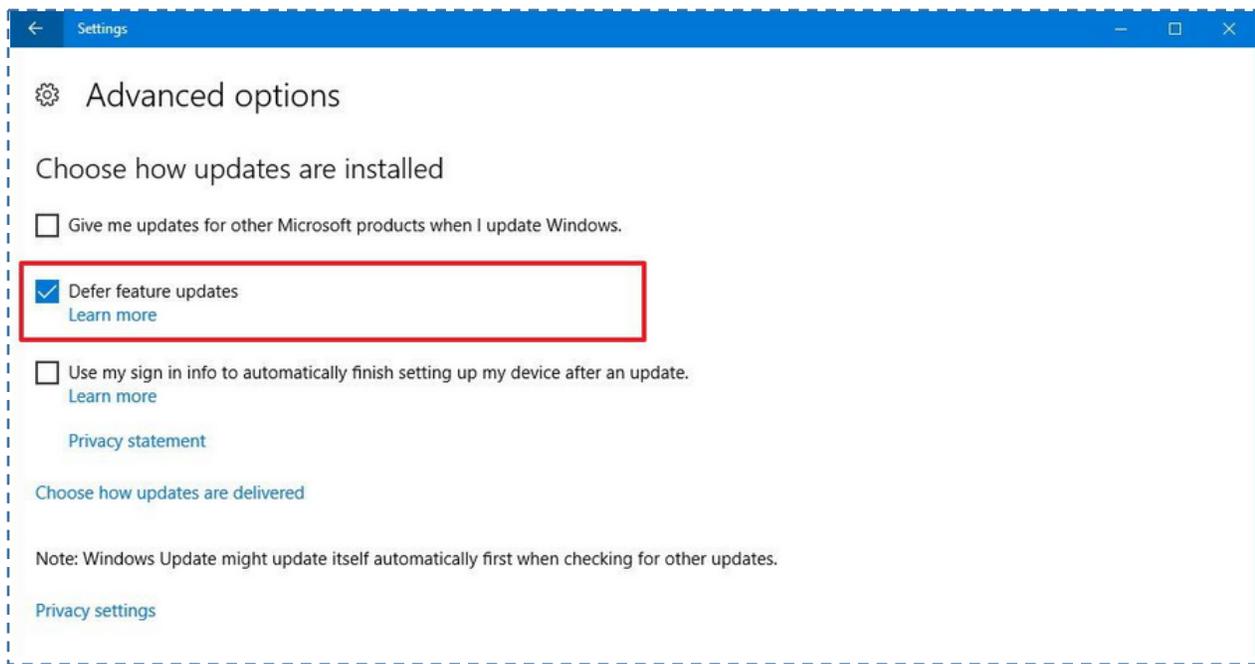
Next Step Options	
Version:	Options & Notes:
1607 or lower	<ul style="list-style-type: none"> Do nothing, <i>but be aware that Microsoft security updates will not be applied to this version.</i> * <p>or</p> <ul style="list-style-type: none"> Update to the latest feature version, <i>but be aware that a hardware key change requires new license and certificate files.</i> <p>In both cases, we recommend deferring feature updates. Ref. Section 3.0 **</p>
Higher than 1607	We recommend deferring feature updates. Ref. Section 3.0 **
* Ask the Dealership Systems / I.T. Administrator if facility I.T. policies require Windows Security Updates.	
** Deferring feature updates higher than 1607 does not affect security updates.	

3.0 – Deferring Feature Updates

1. Select the **Windows Start** icon.
2. Scroll down and navigate through: **Settings > Update & Security > Windows Update**
3. Under **Update Settings**, select **Advanced Options**

Depending on the feature update version installed, the selections will vary. For example:

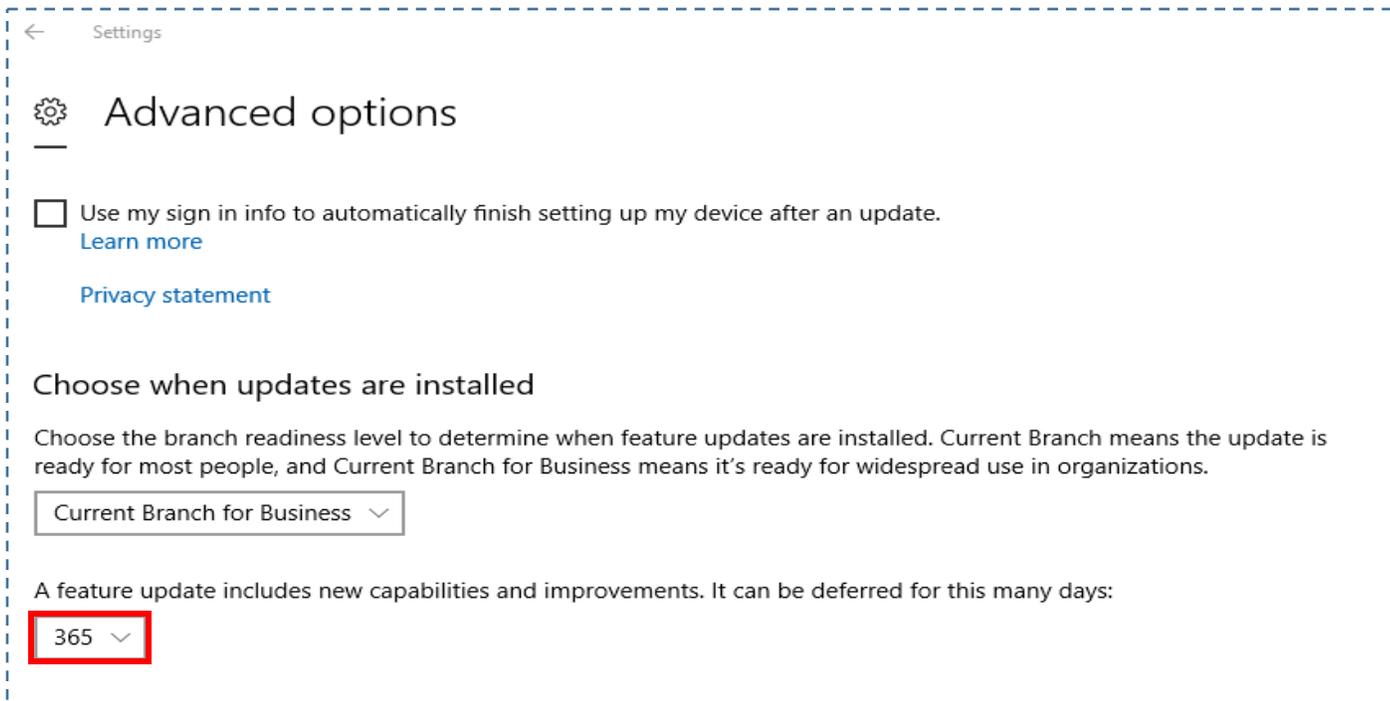
Option 1 defers feature updates, but does not specify how long updates will be deferred. Select **Defer feature updates**:



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Option 2 allows entry of a defined time period to defer feature updates. **Click the drop down arrow and select 365:**



Settings

Advanced options

Use my sign in info to automatically finish setting up my device after an update.
[Learn more](#)
[Privacy statement](#)

Choose when updates are installed

Choose the branch readiness level to determine when feature updates are installed. Current Branch means the update is ready for most people, and Current Branch for Business means it's ready for widespread use in organizations.

Current Branch for Business ▾

A feature update includes new capabilities and improvements. It can be deferred for this many days:

365 ▾

4.0 – Request and Install New License & Certificate Files

Notes:

- ***Avoid future confusion by first locating and deleting all saved copies of the previous license and certificate files, as well as any text documents containing the previous hardware key.***
- ***Be sure to always save the new license and certificate files, as well as new hardware key text document.***

Use the affected diagnostic device to logon to **vwhub** and go to: **Service**. Select **ODIS eShop** to initiate a new license request, and then request a new certificate from **eCRMS**.

For detailed instructions, go to: **ServiceNet > Vehicle Diagnostics > ODIS Service** and refer to **Service Information** document titles:

- ***License Renewal Instructions***
- ***Security Certificate Renewal Instructions***