



Volkswagen

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-18-20

Subject: ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions Date: Sept. 28, 2018

Supersedes VOS-17-17 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.***
- ***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.***



Service Information

1.0 – Introduction

1.1 – General Information

This document describes the **download, installation and configuration** of **ODIS Service diagnostic software** on diagnostic laptop and tablet devices. These following instructions apply to:

- New devices where ODIS Service was not previously installed
- Existing devices after Windows recovery

Instructions for the initial installation of ODIS Service on new devices are broken down into **two** separately-titled instruction document “Phases”: **Installation Phase 1** and **Installation Phase 2**.

The Phase 1 instructions must be completed on new devices before proceeding with these Phase 2 instructions.

These instructions refer to the “device folder” for saving the license and certificate files as suggested in the Phase 1 instructions – Section 2.4. If an alternate save location was chosen for these files, confirm it before proceeding.

Some instructions differ slightly between Windows 7 and Windows 10 devices. Please pay careful attention to the Section titles, instruction step callouts and *Notes*.

Checkboxes are provided throughout this document to note fulfilled prerequisites and completed sections.

1.2 – Preparation Overview

The preparation guidelines in Section 2.0:

- Ensure diagnostic device eligibility for ODIS Service installation and use.
- Ensure that the requisite license and certificate files were obtained and stored. (Phase 1 Instructions completed.)
- Address device physical and dealership network issues to ensure trouble-free downloads and installations.

1.3 – Process Overview

The software download, installation & configuration processes covered in Sections 3.0 and 4.0 place in the following stages:

- ☐ Download and install the latest application data from VWAG Group Services web-server
- ☐ Import security certificate to application
- ☐ Download and install diagnostic database from web-server
- ☐ Configure ODIS Service installation

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2.0 – Preparation

2.1 – Diagnostic Device Hardware & Network Prerequisites

- ☐ *Device operating system is known: Either Windows 7 or Windows 10.*
- ☐ *Network connection: Ethernet cable or WLAN. (Minimum recommended network download speeds: 6 Mbps (single brand) or 8 Mbps (dual brand).)*
- ☐ *The diagnostic Interface that will be used is known: Either VAS 5054A or VAS 6154.*
- ☐ *Device connected to power adapter and booted to Windows desktop.*
- ☐ *Diagnostic tablets mounted in base station with USB mouse and keyboard connected.*

2.2 – Software Download & Installation Prerequisites

Prerequisites Checklist	
✓	The following Installation Phase 1 – Preparation, License & Security Certificate Process instruction steps are completed and outcomes obtained:
	File Preparation:
	Diagnostic device assigned a “Device ID”
	Primary and backup “ device folders ” created for license and security certificate storage.
	License Process:
	License requested from eShop and license request approval email received
	License file downloaded from eShop to device folder on the diagnostic device desktop and device folder on backup USB flash drive
	Security Certificate Process:
	Certificate requested from eCRMS and certificate request approval email received
	Certificate file downloaded from eCRMS to device folder on the backup USB flash drive and copied to the device folder on the diagnostic device desktop
	Certificate was imported to Windows (mandatory to enable connection to web-server)



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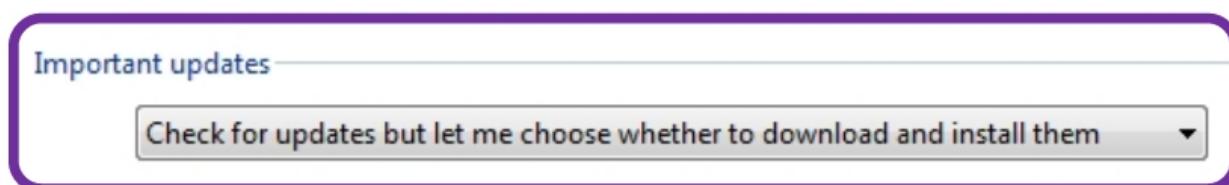
2.3 – Windows® 7 Prerequisites

2.3.1 – Confirm Windows Update Setting

To ensure trouble-free ODIS Service software download and installation, diagnostic devices with Windows 7 **must not be downloading or installing Windows updates at the same time**.

To confirm the preferred Windows update setting as instructed in the diagnostic device's **Unpacking and Setup instructions**, proceed as follows:

1. Go to: **Windows Start > Control Panel > Windows Update > Change Settings**
2. In the **Important Updates** category, confirm that the update option: **Check for updates but let me choose whether to download and install them** is selected as illustrated below:



- ☐ If this option **is** selected, select **Cancel**.
 - ☐ If this option **is not** selected, **select it now** from the dropdown, and then select **OK**.
3. **Close** the remaining **Control Panel** Windows.

Note:

*If it was necessary to change the update setting, **check if a Windows update is currently in process before installing ODIS Service**. If a Windows update **is** in process, allow it to finish and **only then** proceed with ODIS Service installation.*

☐ All Preparation steps completed.

3.0 – Installation

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

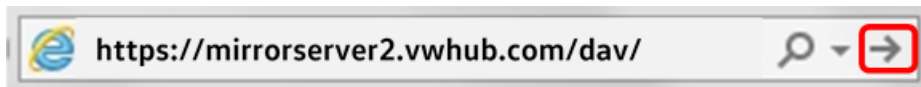
Note:

*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**.*

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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:

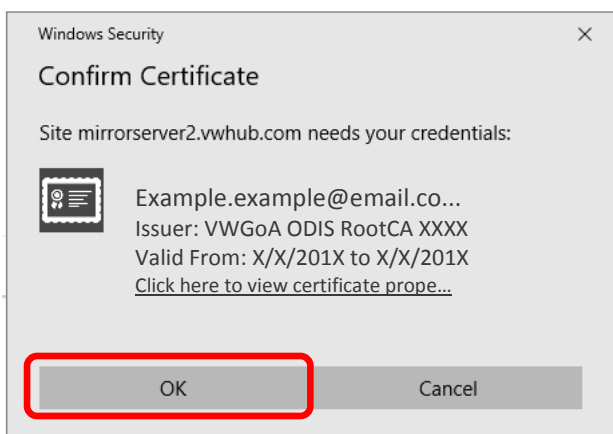


Note: If the web-server URL does not respond, try the options below before contacting Diagnostic Systems Support for assistance.

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

4. Navigate through the **web-server Indexes** in the following order:
 - Odis/
 - Trade-Retail/
 - software/
 - installation/

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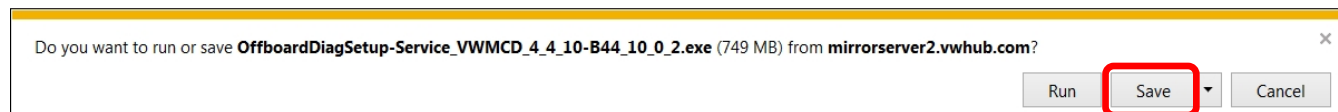
5. From the Index list, select the **latest ODIS Service installation version .exe (listed by date)**:

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

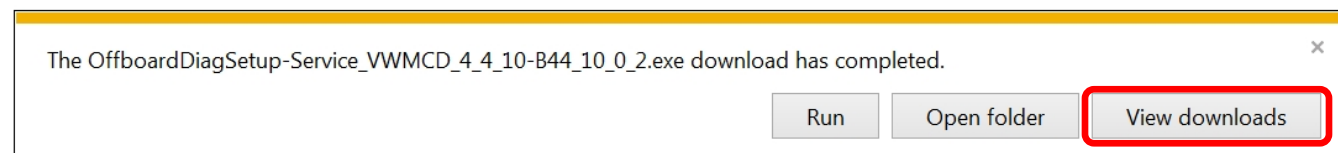
Note:

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**:



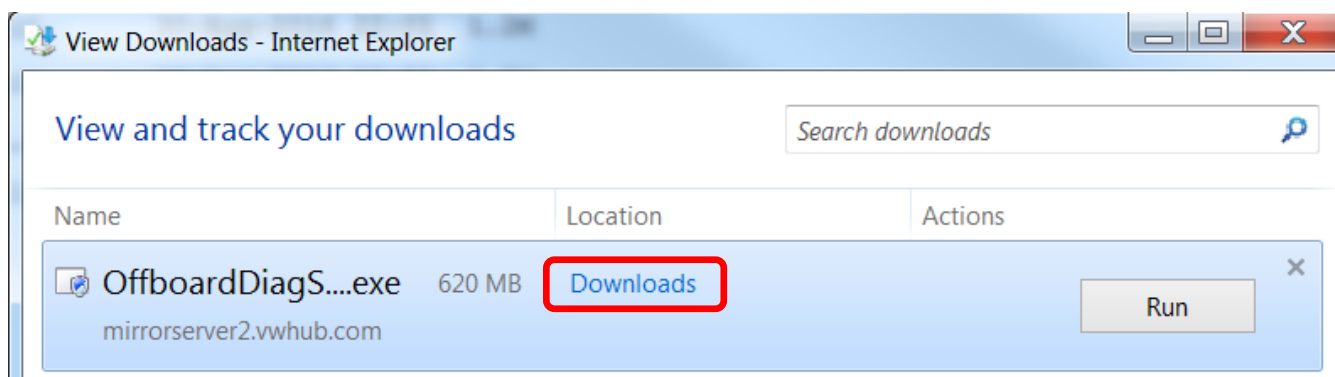
(cont.)



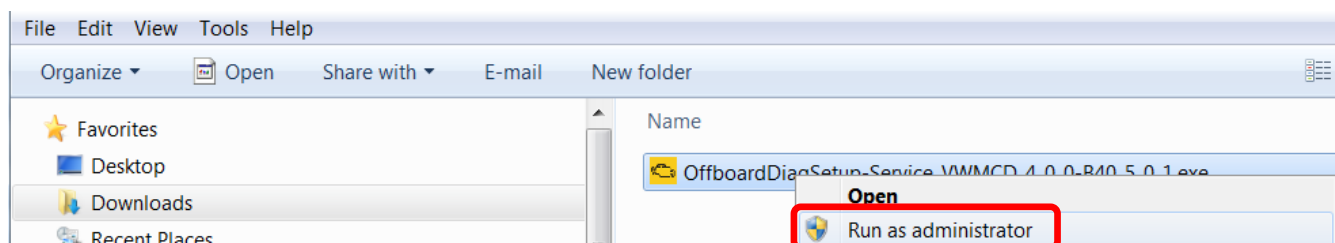
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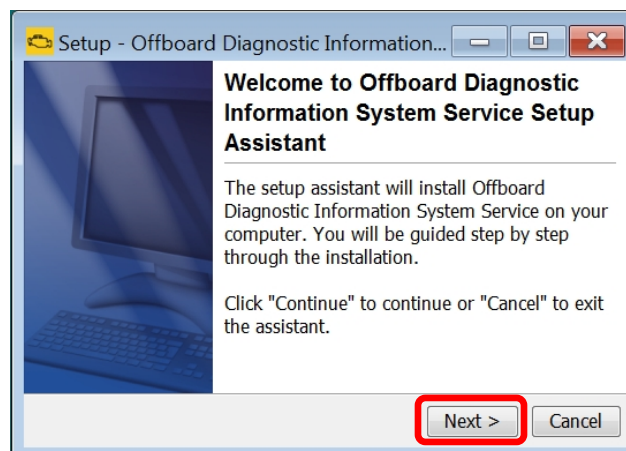
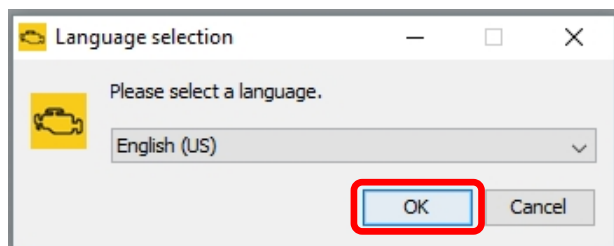
8. Select **Downloads**:



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



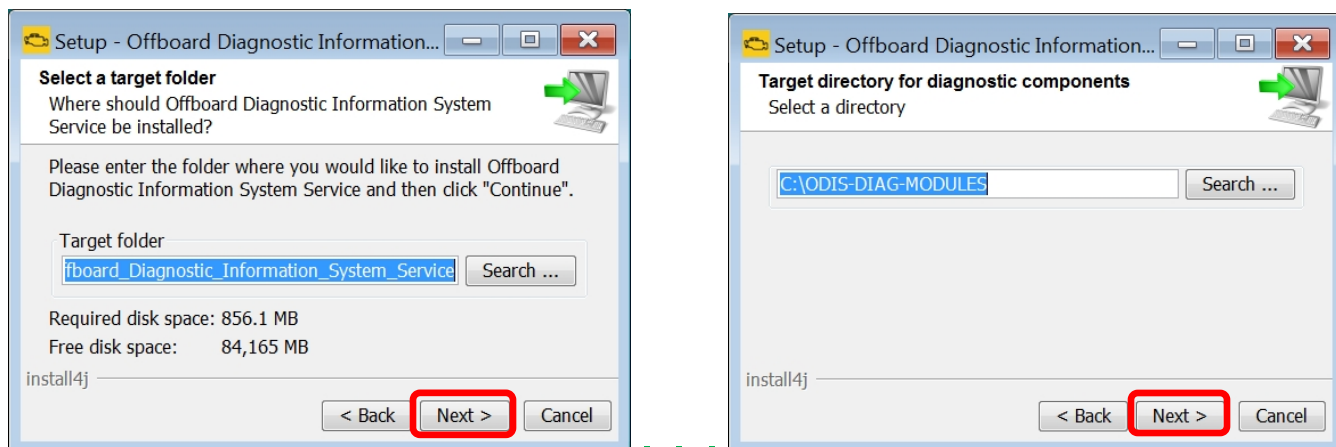
10. Confirm **English (US)** is selected, and then select **OK** . . . **Next**:



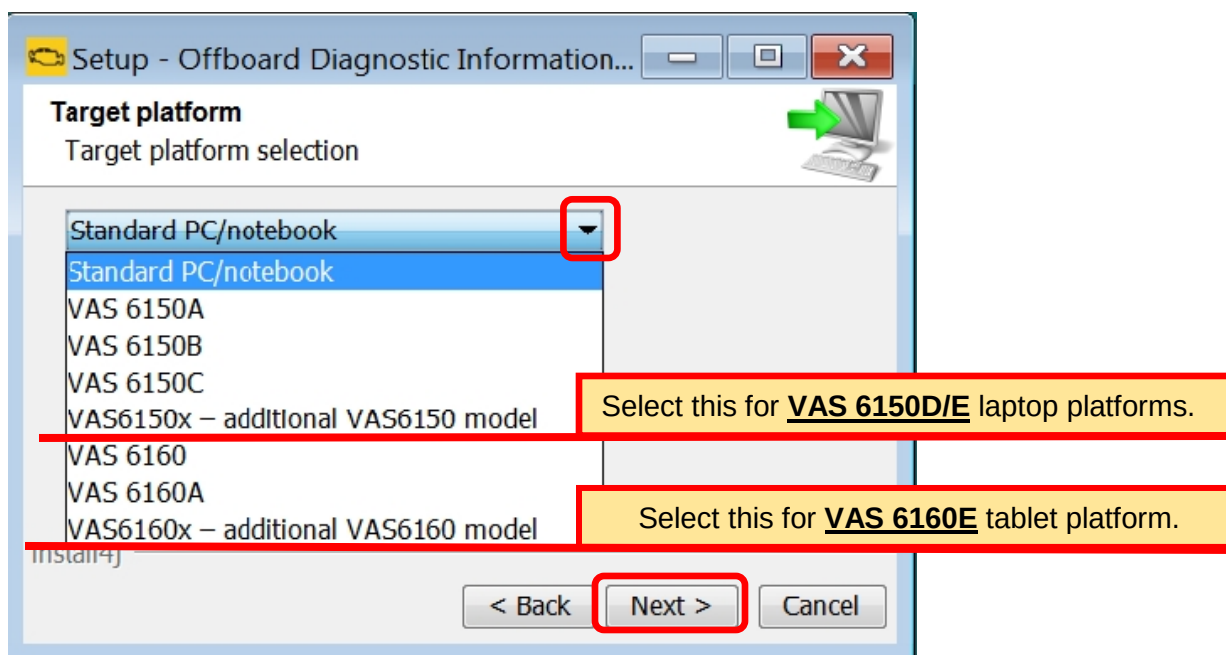
(cont.)

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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**:



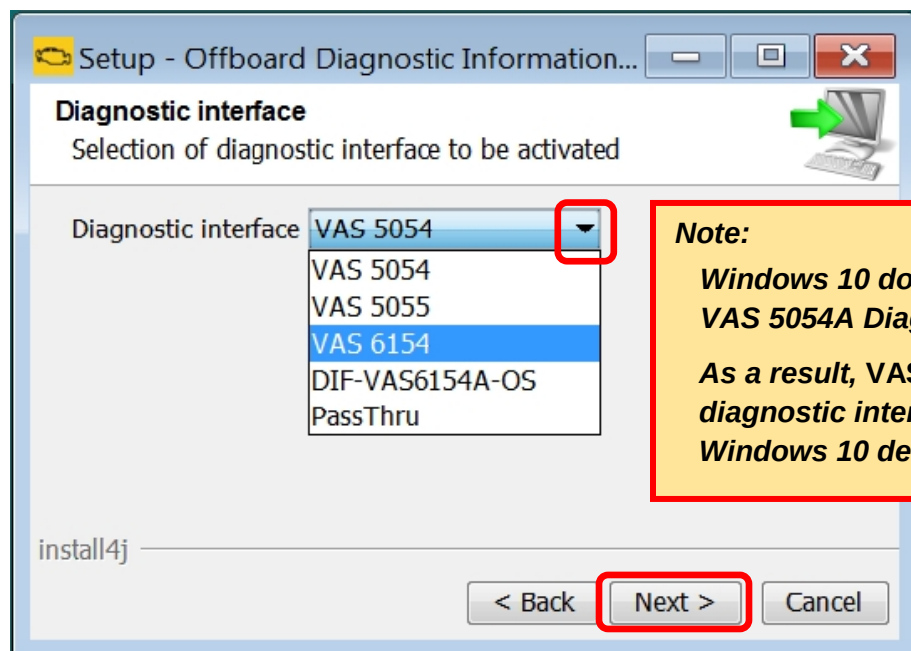
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13. Click the **dropdown arrow** to display the **Diagnostic interface menu**. From the menus, select the applicable **diagnostic interface** that will be used; either **VAS 5054**, OR **VAS 6154** (ref. **Note:** below), and then select **Next**:



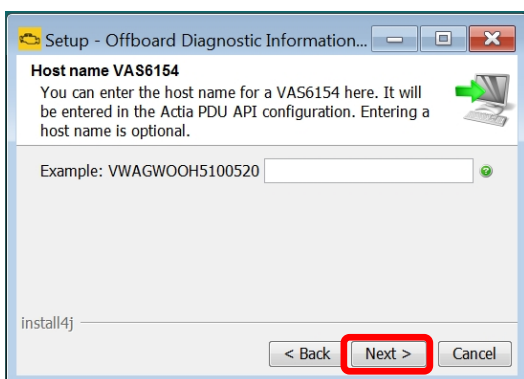
Note:

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.)



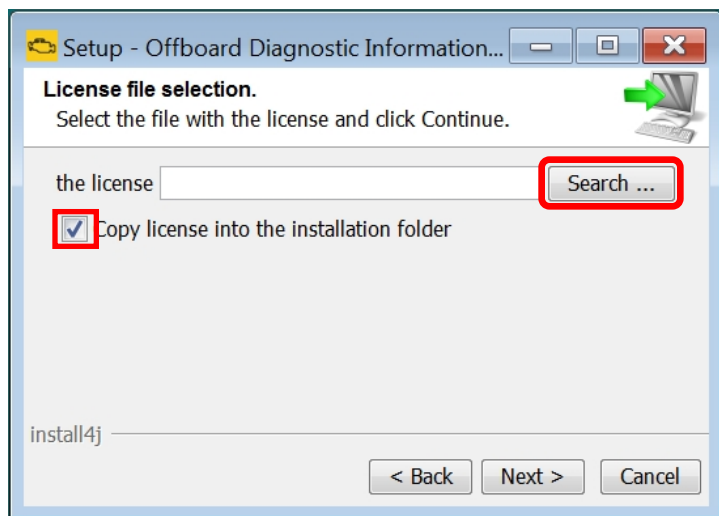
Note:

*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.)

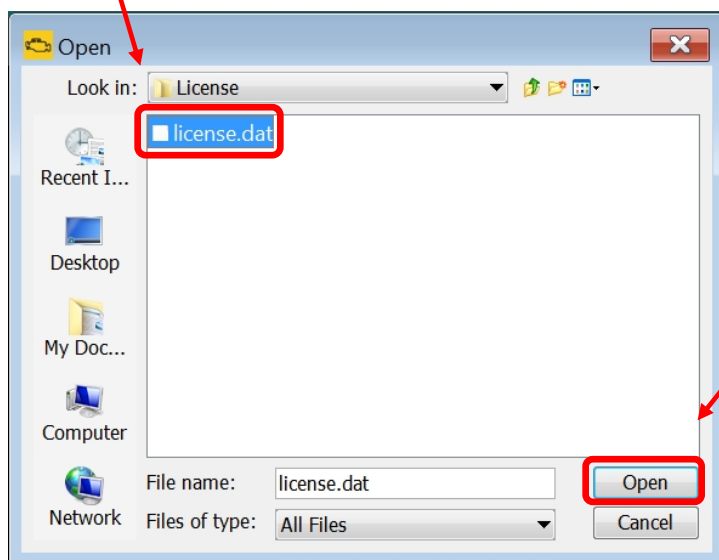
Service Information

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**:



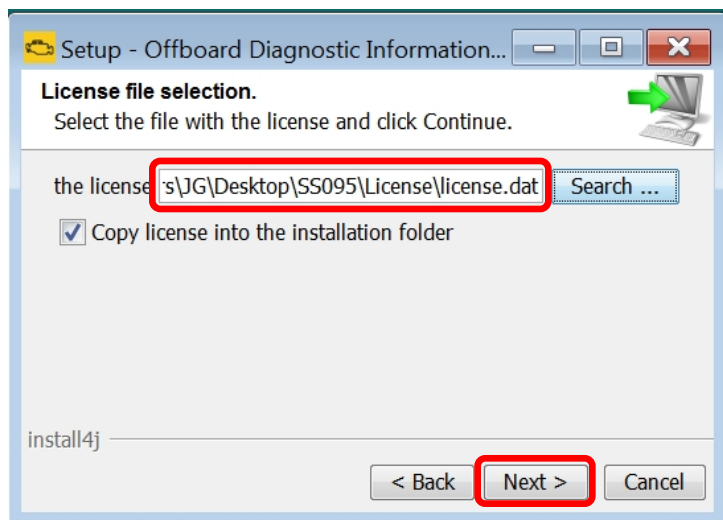
Note:

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

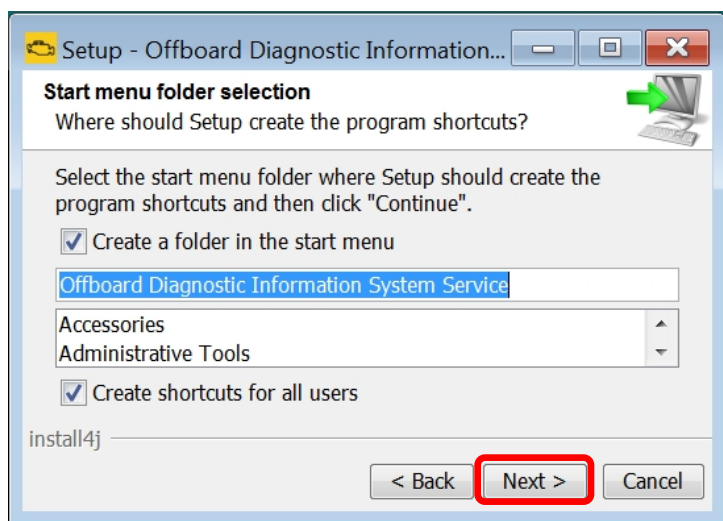
(cont.)

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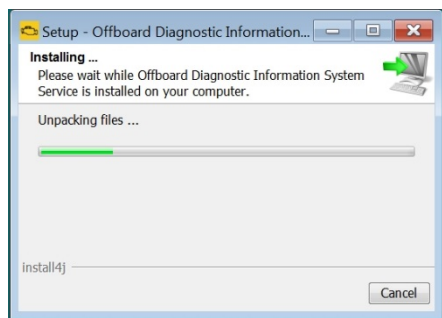
19. Ensure the **license file directory path** appears in the **installation window**, and then select **Next**:



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



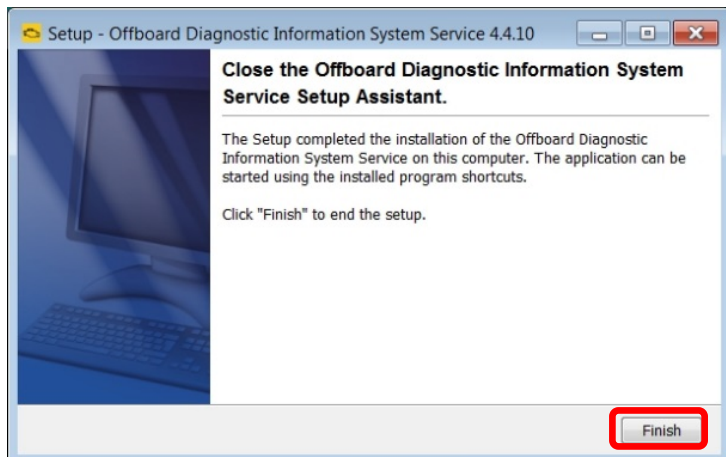
21. **Wait** while several different phases of the installation take place:



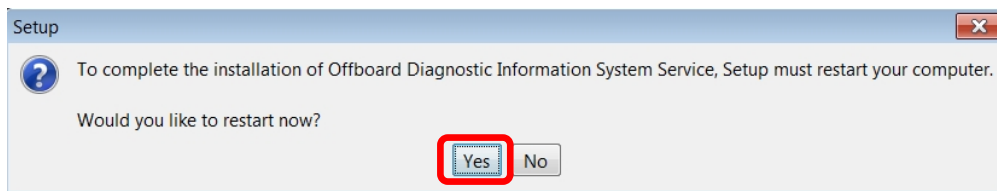
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22. Click **Finish**:

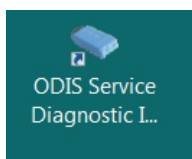


23. Select **Yes**:



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.**

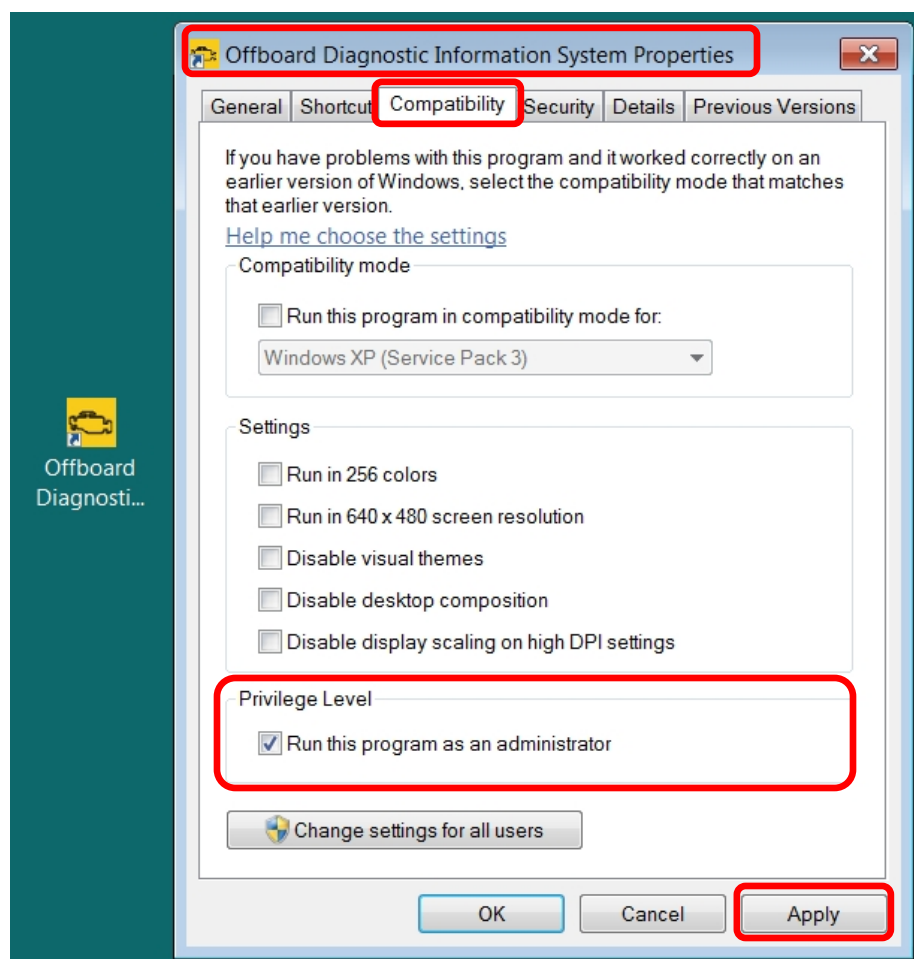


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3.2 – Import Security Certificate to Application

Diagnostic data must be downloaded from the VWAG Group Services web-server. To enable this, the security certificate obtained during installation Phase 1 must be imported to the ODIS Service application.

1. Locate the **Offboard Diagnostic Information System icon** on the Windows desktop. Right click on it and select **Properties** from the dropdown menu:
2. Select the **Compatibility** tab, and set the **Privilege Level** to **Run this program as an administrator** as illustrated below. **Select Apply / OK:**



(cont.)



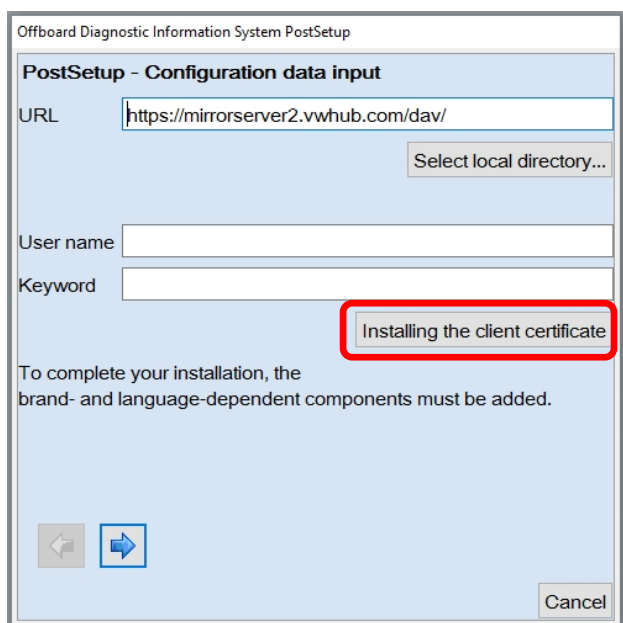
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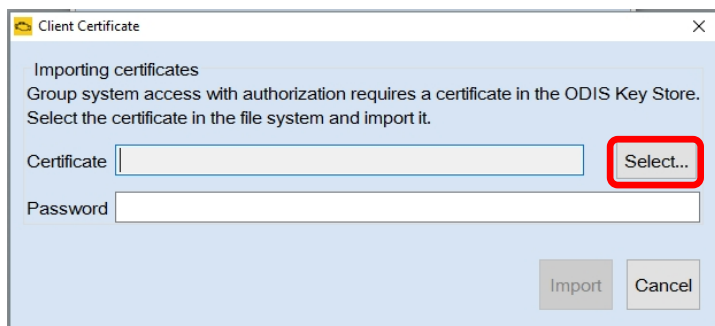
3. From the Windows desktop, double-click the **Offboard Diagnostic Information System** icon.
4. **Wait** while the application starts:



5. Select **Installing the client certificate**:



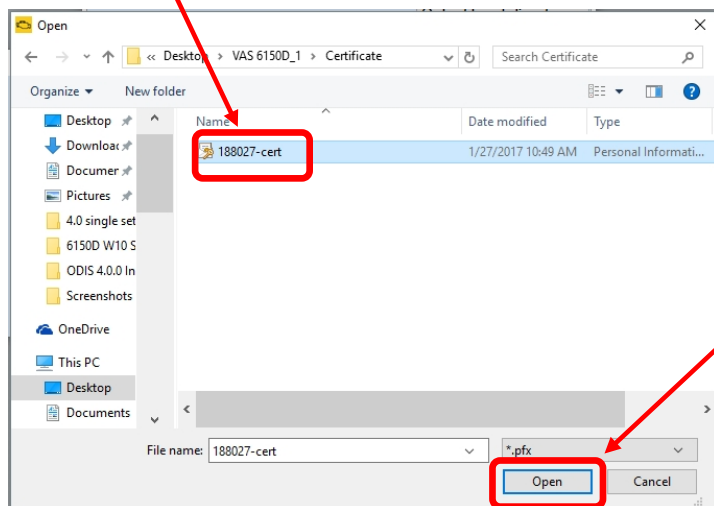
6. Click **Select**:



(cont.)

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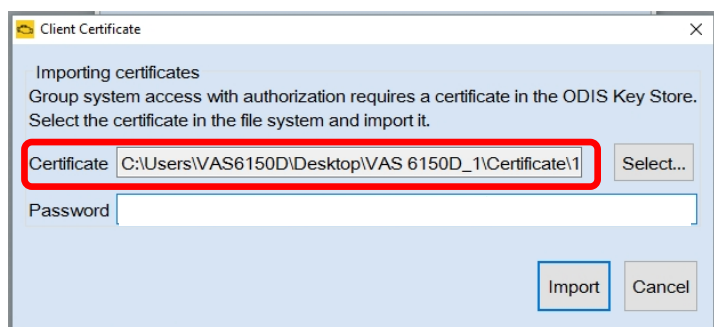
4. From the **device folder** on the Windows desktop (or alternate location with the saved certificate file) , **Open** the “**Certificate**” subfolder:
5. **Select / highlight** the certificate (.pfx) file (**DO NOT double-click**), and then click **Open**:



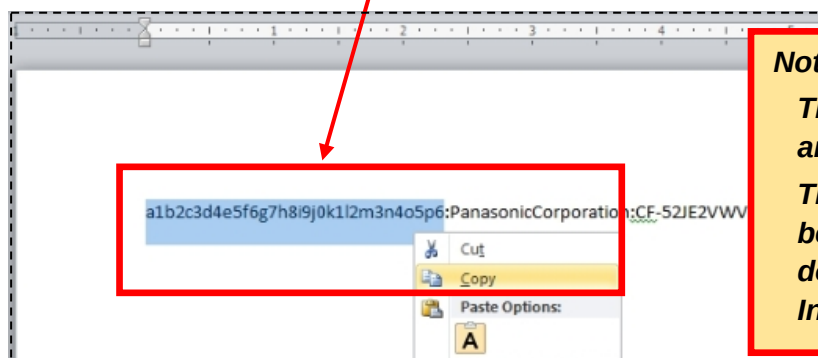
Note:

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

6. Ensure the **certificate file directory path** appears in the **Certificate** import window:



7. From the **device folder** on the Windows desktop, **Open** the “**Hardware Key**” text document:
8. **Select** and **Copy** the first 32 characters (only) of the **hardware key**. Example:



Note:

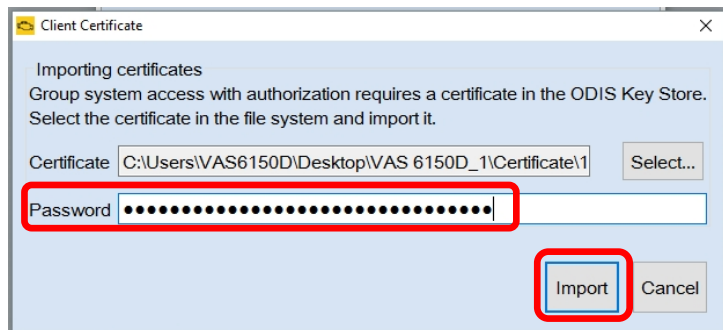
The hardware key illustrated here is an example only!

The hardware key characters must be copied from the hardware key document created during the Installation Phase 1 process!

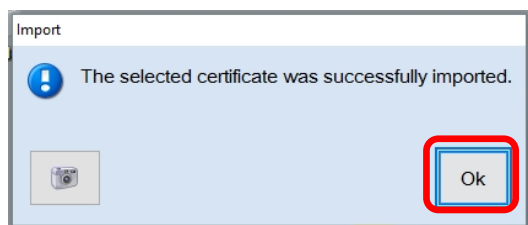
The characters are saved in Windows “clipboard” memory.

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9. **Paste** the 32-characters copied above into the **Password:** entry field, and then select **Import:**



8. Click **OK:**

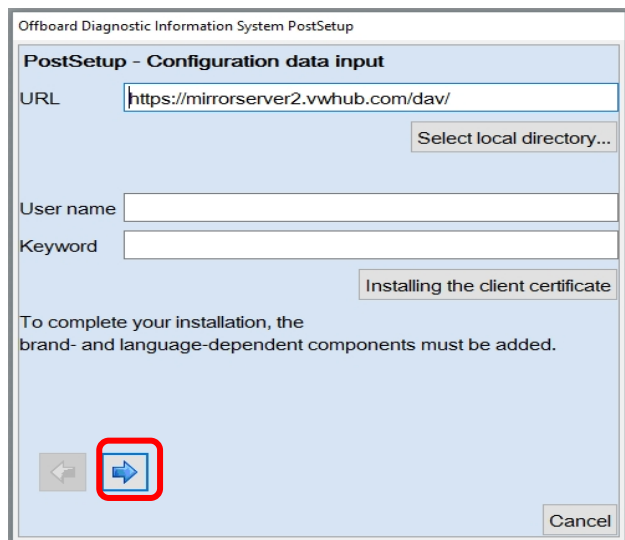


The **Post-Setup – Configuration data input** dialog reappears.

☐ **Security Certificate Importation steps completed.**

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

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



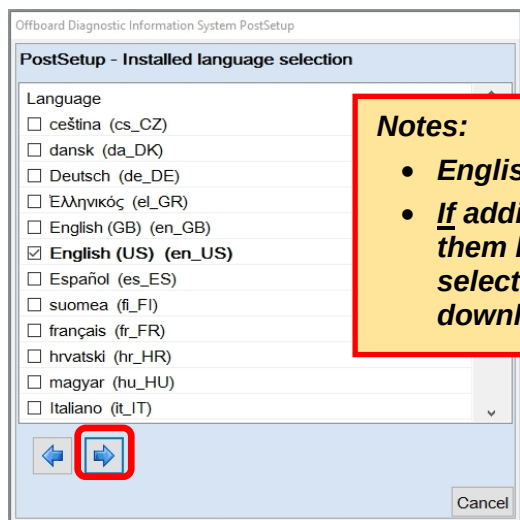
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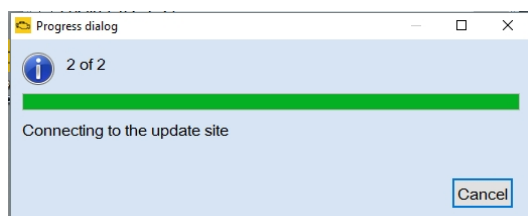
2. Click the **Forward Arrow** button once you select your language(s):



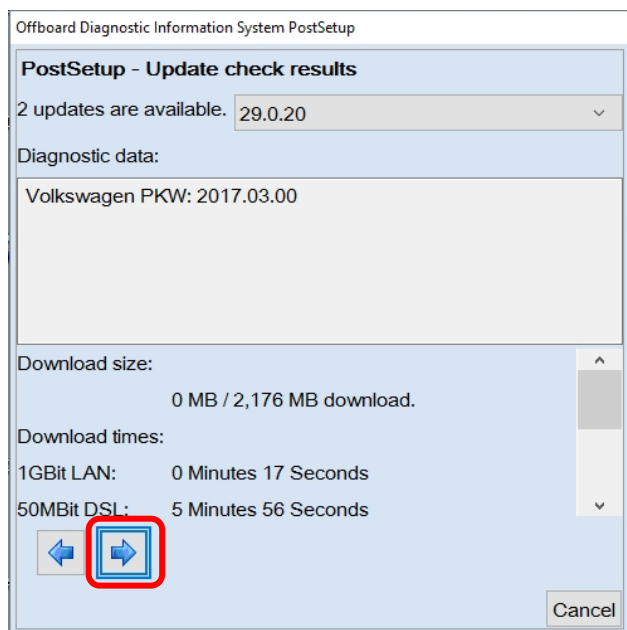
Notes:

- **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!**

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



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



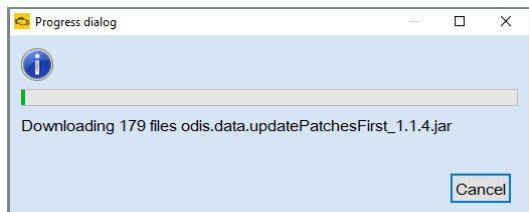
Notes:

- **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**.**

(cont.)

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5. **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**).

6. **Read and close the Release Notes window.**
7. **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.**

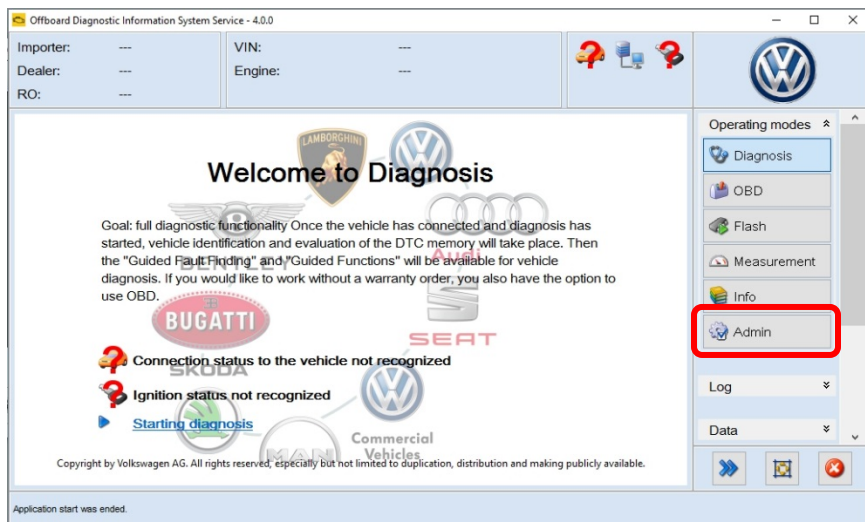
4.0 – Post-Setup Configuration

Prior to placing the diagnostic device into service, a number of configuration steps are required. Configurations take place via the **Admin** operating mode, and can be changed at any time.

4.1 – Administration - General

The following subsections describe configurations using the **Admin > General** operating mode.

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



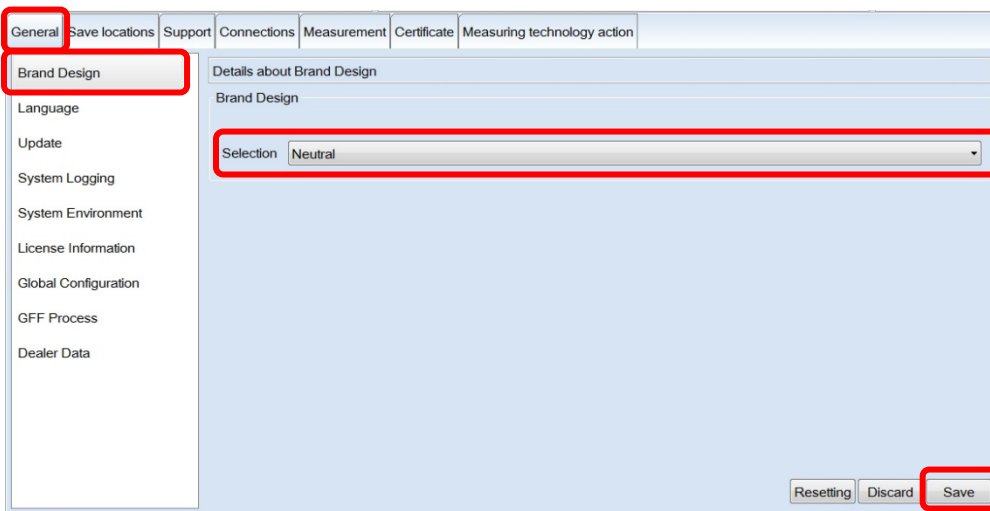
The **General** tab appears by default. Function subcategories are listed in the left-hand display menu of each tabbed category. The following subsections describe function configurations.

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4.1.1 – Brand Design

The **brand logo** and **user interface colors** are configured with the **Brand design** function.

1. Select **Brand design** and choose a brand theme from the dropdown menu. Click **Save / Yes**:

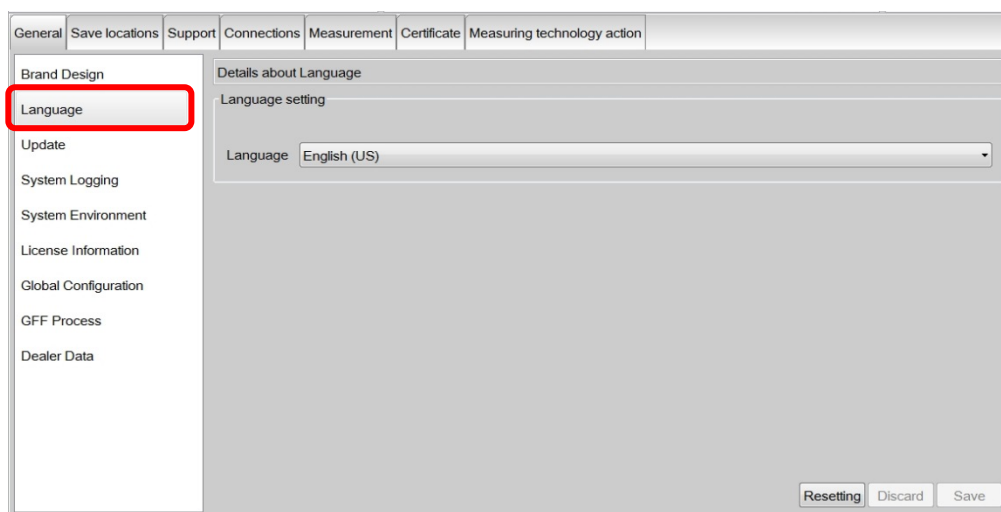


4.1.2 – Language

The **language displayed by the user interface** is configured with the **Language** function.

If additional languages were chosen during post-setup, the languages are selectable here.

1. **Only if languages other than English (US) were added**, select **Language**, and then choose the desired language from the dropdown menu. Click **Save / Yes**:





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4.1.3 – Update

The **schedule for automatic updates** is configured with the **Update** function.

1. Select **Update**, and then review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save**:

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Design
Language
Update
System Logging
System Environment
License Information
Global Configuration
GFF Process
Dealer Data

Details about Update

Download

Loading in the background ☒

Temporary download directory C:\Program Files (x86)\Offboard_Diagnostic_Information_System_Service\preinstal

Time of update

Test moment ☒ Cyclical (after x days for each) ☐ On specific weekdays

Cyclical update

Cycle (in days, 1-7)

Weekdays for update

4.1.4 – Dealer Data

1. Select Dealer data: Enter the name of the dealership in the **Facility ID** entry field: Click **Save**.

General | Save locations | Support | Connections | Measurement | Certificate | Measuring technology action

Brand Design
Language
Update
System Logging
System Environment
License Information
Global Configuration
GFF Process
Dealer Data

Details about Dealer Data

Dealer Data

Facility ID My Hometown Dealer

Note:
*Do not exceed 100 characters including spaces.
Exceeding the character allowance may cause
GFF log transmissions to fail!*



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4.2 – Administration - Support

The following subsections describe configurations using the **Admin > Support** operating mode.

4.2.1 – Contact Data

Contact information must be saved for **Support Button** requests.

1. From the **Admin** operating mode main screen, select the **Support** tab: The **Contact data** subsection is displayed first by default:
2. Fill in all contact details, including a valid email address: Click **Save / Yes**:

General | Save locations | **Support** | Connections | Measurement | Certificate | Measuring technology action

Contact Data

Details about Contact Data

Contact data for feedback

E-mail outgoing server

Hardware and software

First name: John

Last name: Smith

E-mail address(*): myemail@myemail.com

Telephone number(*): 1234567890

Resetting | Discard | **Save**

4.2.2 – Email Outgoing Server

Dealership **network connection parameters** must be configured before using the **Support Button**.

1. Select **E-mail outgoing server**: Enter information **as applicable and specific to your dealership network**. Click **Save / Yes**:

General | Save locations | **Support** | Connections | Measurement | Certificate | Measuring technology action

E-mail outgoing server

Details about E-mail outgoing server

Use the standard e-mail client of the operating system: ☐

E-mail sender address: xxxxx@xxx.xxx

Resetting | Discard | **Save**

Note:

For detailed instructions refer to **Service Information – ODIS Service** document title: **ODIS Service Email Outbox Configuration Guide**

If dealership specifics are not available, refer to **Service Information – ODIS Service** document title: **Dedicated Email Server Configuration**



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4.3 – Administration - Connections

The following subsections describe configurations using the **Admin > Connections** operating mode.

4.3.1 – Brand Settings Data

The connection to **VWAG Group Services** (to transmit GFF logs, etc.) is configured via **Brand settings**.

1. From the **Admin** operating mode main screen, select the **Connections** tab. The **Brand settings** subsection is displayed first by default:

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Brand Settings

Group system: Logon
Group System: GFF
Group System: ElsaPro
Group System: Carport
Group System: DISS
Group System: eShop
Mirror Server 2

Details about Brand Settings

Brand to configure

Selection: Audi

Connection types

for Audi: CPN
for Volkswagen: CPN

Resetting | Discard | **Save**

2. **Change the Connection type in the dropdown menu(s) from CPN to Internet. Click **Save / Yes**:**

General | Save locations | Support | **Connections** | Measurement | Certificate | Measuring technology action

Brand Settings

Group system: Logon
Group System: GFF
Group System: ElsaPro
Group System: Carport
Group System: DISS
Group System: eShop
Mirror Server 2

Details about Brand Settings

Brand to configure

Selection: Volkswagen

Connection types

for Audi: Internet
for Volkswagen: Internet

IMPORTANT!
Failure to change the connection type from CPN to Internet will result in the inability to download online updates!

Resetting | Discard | **Save**



Service Information

4.3.2 – Group System – ElsaPro (Infomedia)

Access to ElsaPro etc. (“Infomedia”) is configured via **Group system: ElsaPro**.

1. **Select the Group system: ElsaPro** subcategory:
2. **Enter** information in the fields indicated below as applicable to your market and dealer. When all information is entered, click **Save / Yes**:

- **Brand (1 character):** Enter the numeral **0**
- **Country (3 characters):** Enter **USA** or **CAN**
- **Dealer ID (5 characters):** Enter the last 5 characters of the dealer number

The screenshot shows the ElsaPro configuration interface. The 'Connections' tab is selected. In the left sidebar, 'Group system: ElsaPro' is highlighted. The main area shows 'Details about Group system: ElsaPro' with a list of URLs and a form for Brand, Country, and Dealer ID. The 'Save' button is highlighted in the bottom right.

Details about Group system: ElsaPro	
URL for vehicle history	https://odisinfomedia.vwhub.com/Retail/RepairHistory/Show
URL for actions	https://odisinfomedia.vwhub.com/Retail/VehicleRecall/Show
URL for order data	https://odisinfomedia.vwhub.com/services
URL for Technical Service Bulletins	https://odisinfomedia.vwhub.com/Retail/TPI/Show
URL for repair manuals	https://odisinfomedia.vwhub.com/Retail/RM/Show
URL for wiring diagrams	https://odisinfomedia.vwhub.com/Retail/WD/Show
Brand (1 character)	0
Country (3 characters)	USA
Dealer ID (5 characters)	03999

If your facility is a **dual-brand dealership**:

3. Select the **Brand Settings** subcategory, select the **alternate brand** from the brand configuration menu and then click **Save / Yes**.
4. Repeat the **Group system Steps 1 and 2** for the **alternate brand**.



Volkswagen

Service Information

4.3.3 – Mirror Server 2

Please confirm the Mirror Server 2 URL specified for the US /CDN market:

1. Select **Mirror Server 2**:
2. **Confirm** the Mirror Server URL appears as: **https://mirrorserver2.vwhub.com/dav/**

General Save locations Support Connections Measurement Certificate Measuring technology action

Brand Settings

Group system: Logon

Group System: GFF

Group System: ElsaPro

Group System: Carport

Group System: DISS

Group System: eShop

Mirror Server 2

Details about Mirror Server 2

Access data

Mirror Server URL **https://mirrorserver2.vwhub.com/dav/**

Mirror Server user

Mirror Server password

Timeout

Timeout [s] 120

Resetting Discard Save



Post-Setup Configuration steps completed – ODIS Service Installation completed.

5.0 – Online Updates

Dealerships are responsible for ensuring all diagnostic devices used on vehicles covered by new vehicle warranty are updated with the latest ODIS Service application and diagnostic data.

The installation of application and diagnostic data from the web-server as instructed above was current as of the date of their release. **However, revised and additional application and diagnostic will be released afterwards via online updates.**

All available online updates must be downloaded and installed when they are released!

For details on online update setup and functions, refer to **Service Information - ODIS Service** document title: **Online Update Guide**