

Service Information



Offboard Diagnostic Information System Service (ODIS Service)

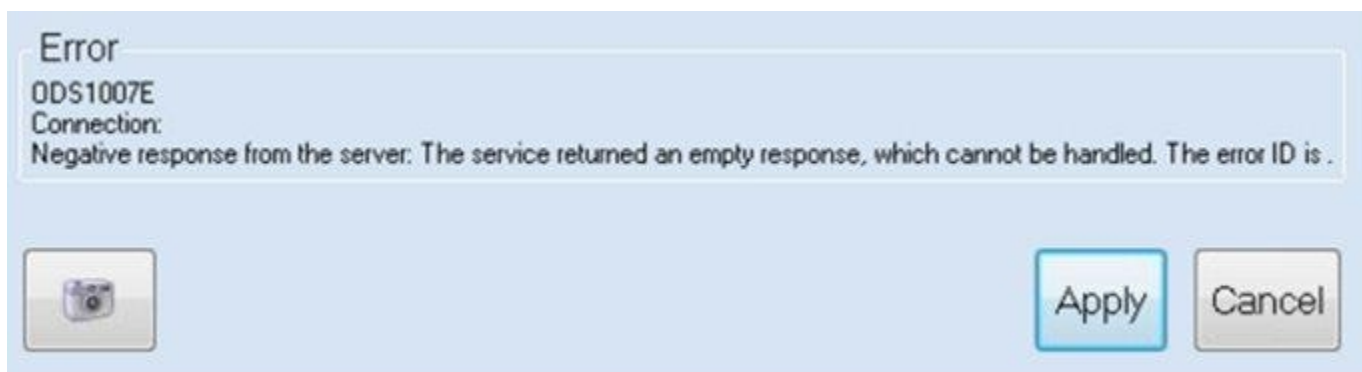
Number: AOS-18-10

Subject: ODIS Service – DSS Login Error at Dual Brand Dealers

Date: Dec. 4, 2018

1.0 – Introduction

When first starting ODIS Service and logging in via the DSS prompt, the following error may or may not appear, and INFOMEDIA functions are not available:



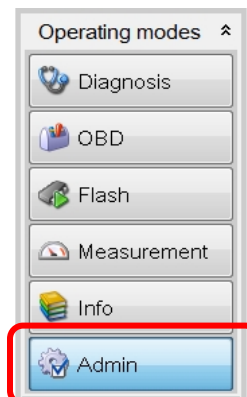
This is due to an incorrect Audi DSS Login URL. **If this error does not appear, we nonetheless recommend to proactively check the URL as specified below.**

2.0 – Procedure

Prerequisites:

- ☐ An active ODIS Service diagnostic session (connection to vehicle etc.) is **not** running.
- A clean restart of ODIS Service is recommended prior to and after performing the procedure.**
- ☐ Keyboard and mouse connected to diagnostic tablet devices for easier inputs.

1. From the **ODIS Service main/start screen**, select the **Admin** operating mode:



cont.

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2. Select the **Connections** tab. The **Brand Settings** subcategory appears first by default:
3. From the **Brand to configure** dropdown, confirm the **Audi** brand selection:

The screenshot shows the 'Connections' tab selected. The 'Brand Settings' subcategory is active. The 'Brand to configure' dropdown is set to 'Audi'. The 'Connection types' section shows 'Internet' for both Volkswagen and Audi. The 'Resetting', 'Discard', and 'Save' buttons are at the bottom right.

4. Select the **Group system: Logon** subcategory and note the **URL to DSS logon:** information:

The screenshot shows the 'Group system: Logon' subcategory selected. The 'URL to DSS Logon' is highlighted, showing the URL <https://odisinfomedia.vwhub.com/servicesservices>. The 'URL to DSS View' and 'URL to Logon' are also visible.

If the URL appears as <https://odisinfomedia.vwhub.com/servicesservices> as shown above, the duplicate text 'services' must be removed from the end of the URL as follows:

5. Place a cursor **at the end of the URL** and **backspace** out the duplicate 'services' text. The URL must appear as **<https://odisinfomedia.vwhub.com/services>**

cont.



6. Select **Save/Yes**:

The screenshot shows the Audi ODIS software interface. On the left, there is a sidebar with a tree view under 'Brand Settings'. The 'Group system: Logon' item is selected and highlighted with a red box. The main area is titled 'Details about Group system: Logon'. It contains three input fields: 'URL to DSS View' with the value 'https://odisinfomedia.vwhub.com/Technical/DiagnosticSessionViewService', 'URL to DSS Logon' with the value 'https://odisinfomedia.vwhub.com/services', and 'URL to Logon' with the value 'https://odiscert.vwhub.com/LOGON/LOGONService.asp'. The 'URL to DSS Logon' field is highlighted with a red box. At the bottom right, there are three buttons: 'Resetting', 'Discard', and 'Save'. The 'Save' button is highlighted with a red box.

7. Restart ODIS Service, connect to a vehicle and confirm error-free DSS login.