# Service Information

**Offboard Diagnostic Information System Service (ODIS Service)**

**Subject: ODIS Service Installation** **Date: Mar 14, 2022**

## 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 instructions apply to initial installations on new devices, i.e.: ODIS Service not previously installed, and reinstallation on existing devices, i.e.: where the Windows system was recovered.

### 1.2 – Preparation Overview

- **Steps 1, 2 and 3 have** been completed on **erWin > Vehicle Diagnostics & Reprogramming tab.**
- If using a J2534 PassThru Diagnostic Device, **install the software prior to ODIS.**
- **Temporarily Disable** All Anti-Virus Software

## 2.0 – Installation

### 2.1 – Download & Install Application Data – "Single Setup"

1. **Open Internet Explorer**
2. Type the VWAG Group Services web-server URL into the browser's address bar exactly as illustrated below, and then click the **"Go to"** arrow**:**



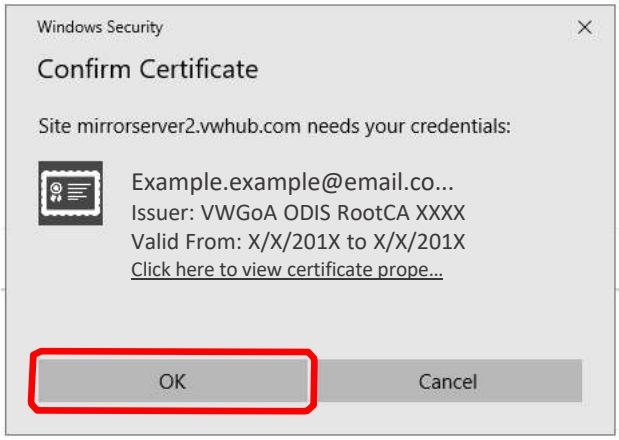
# Service Information

***Note: If you are unable to reach the web-server URL, try both options below before contacting Diagnostic Software 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 not expired.*

If you do NOT receive the Confirm Certificate prompt shown below, then you may be typing the address incorrectly or you did not install the ODIS Certificate. For ODIS Certificate Installations, refer to the email you received from VWGoA Dealer Fax with your certificate. It contains the instructions for installing the certificate.

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:

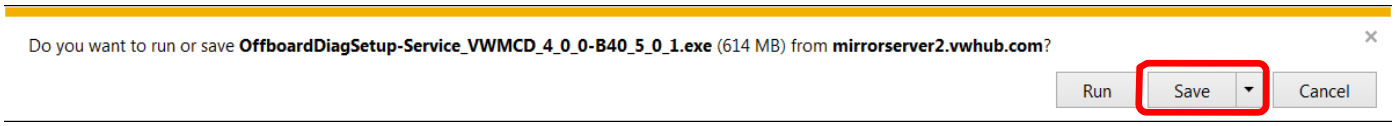
   **Odis > Trade–Retail > software > installation**

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



# Service Information

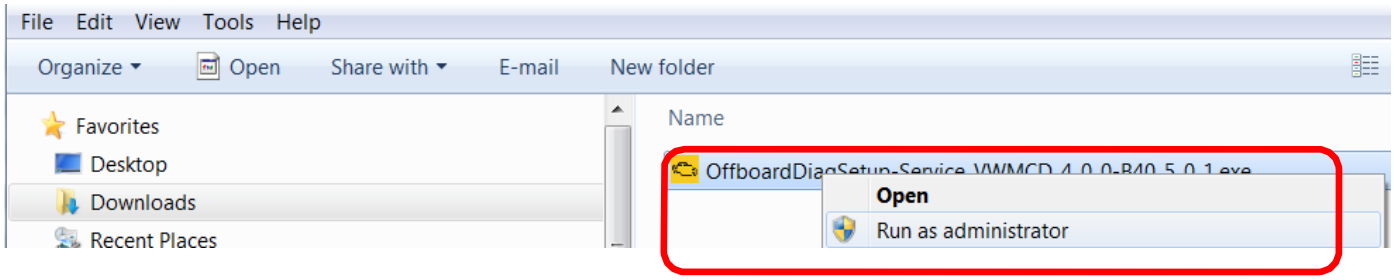
6. Click **Save. The file is saved to your computers Downloads Folder.**




7. Once the download is complete, click **View downloads.**

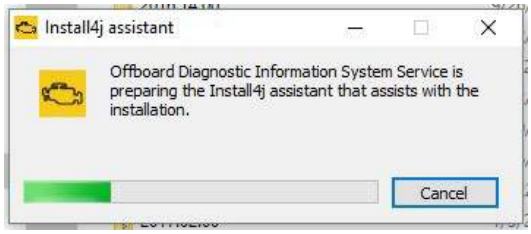



8. Locate the OffboardDiagSetup exe file in the Downloads folder, **right click it and choose Run as administrator.**



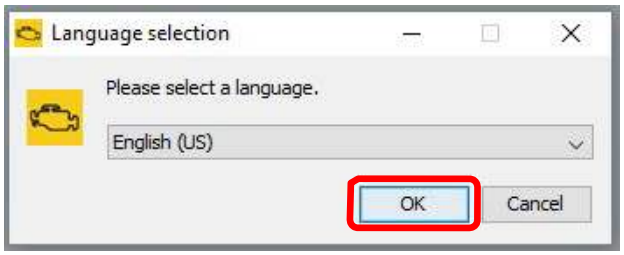

9. When the download is complete, **Close** the browser session.

10. No action needed:



# Service Information

11. Confirm **English (US)** is selected, click OK



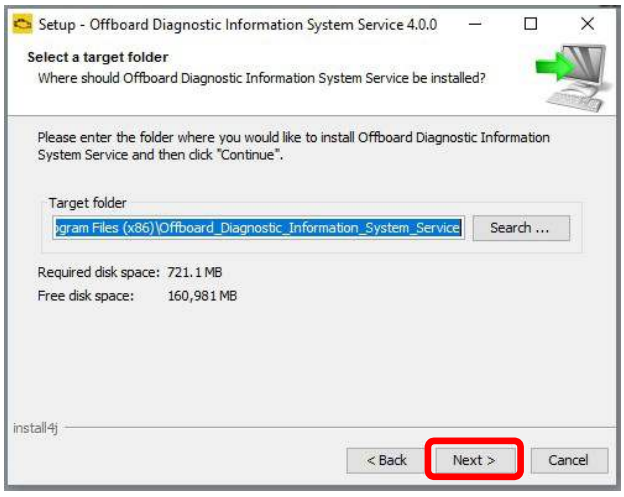

***Notes:***

- ***English is the default language selection. <u>If this is a Lamborghini or Bentley installation select English (GB)</u>***

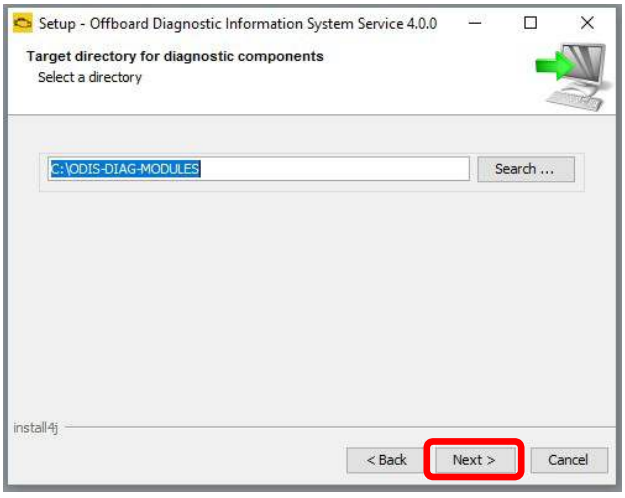
12. Next




Select **Next . . . Next:**

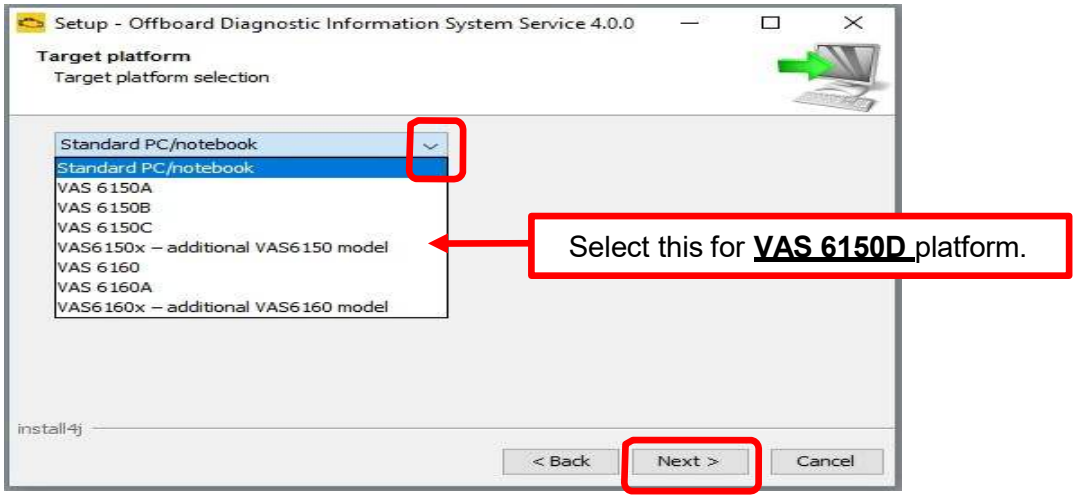



. . .

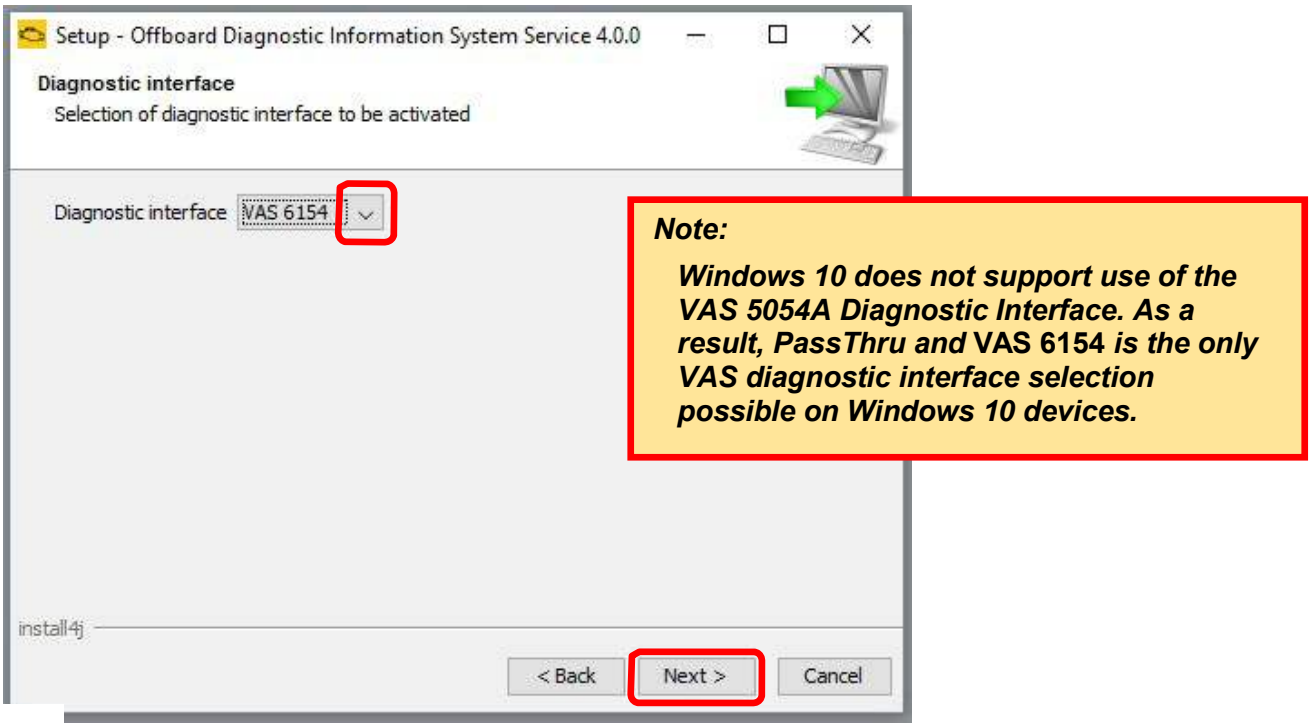


# Service Information

13. Click the **Target platform dropdown selection arrow,** select the **diagnostic device model number or type** that applies to the device, and then select **Next:**

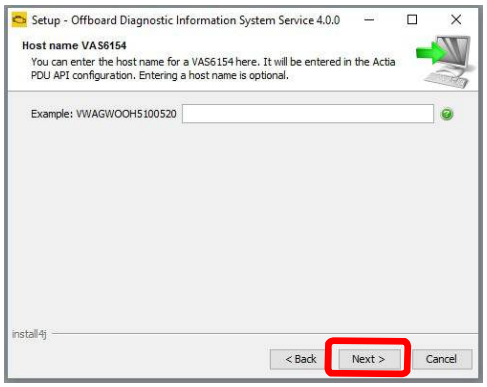



14. Click the **Diagnostic interface dropdown arrow,** and then select the applicable diagnostic interface and then select **Next**:

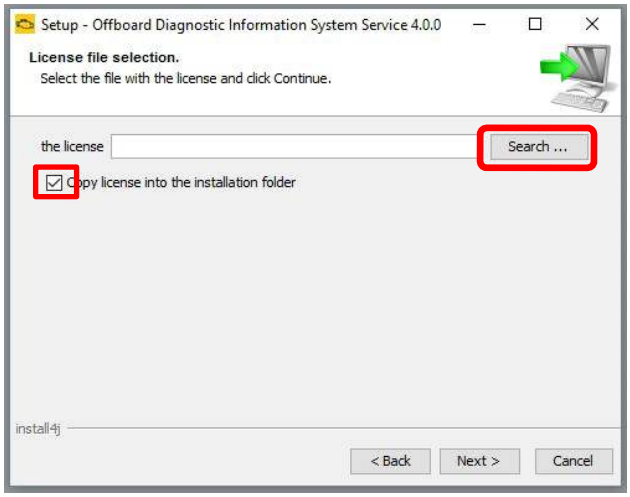


# Service Information

15. Select **Next**

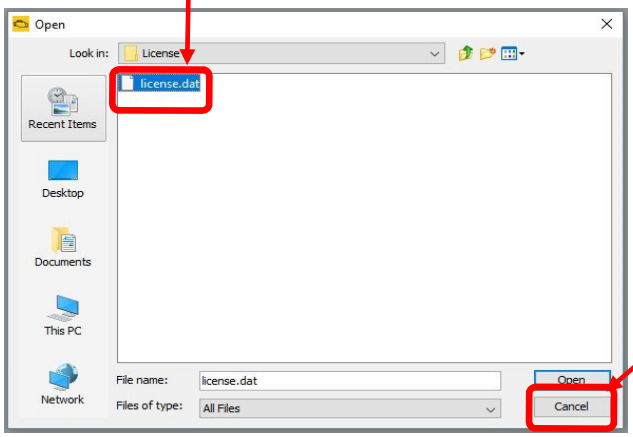



16. Ensure **Copy license to the license folder** is checked, and then click **Search…:**

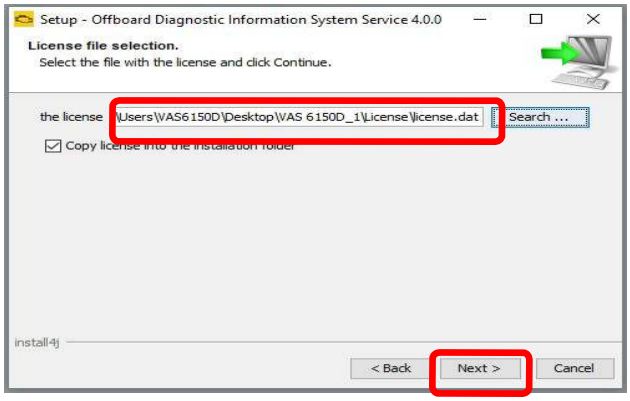



17. **Browse to the license.dat location**. This is the license you downloaded on **erWin > Vehicle Diagnostics & Reprogramming >Step 3.**

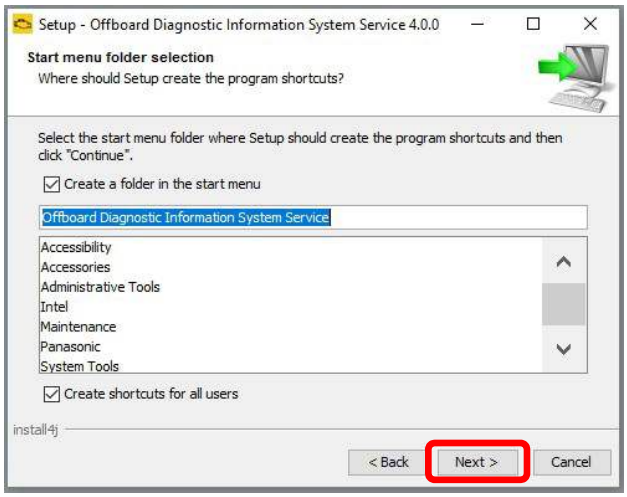
18. **Select / highlight** the **license** (.dat) file **(DO NOT double-click)**, and then click **Open:**



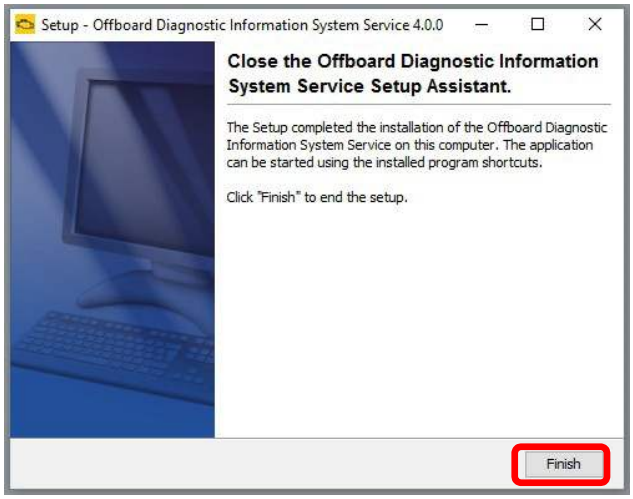

***Note:***
**DO NOT** *double-click the license file (to open it) in its saved locations!*




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



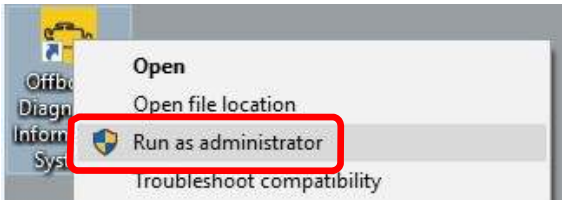

21. Click **Finish:**



# Service Information

### 3.0 – Import Security Certificate to Application

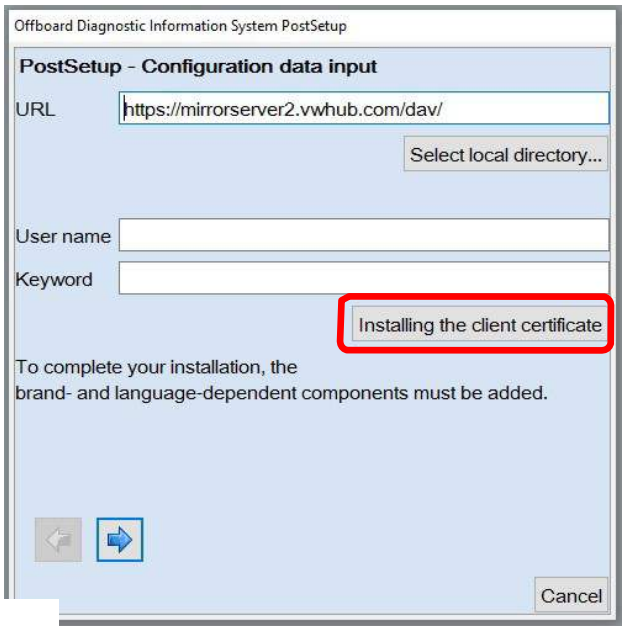
1. **From the Windows desktop, right-click** the **Offboard Diagnostic Information System** icon, and select **Run as administrator:**




**Wait** while the application starts:

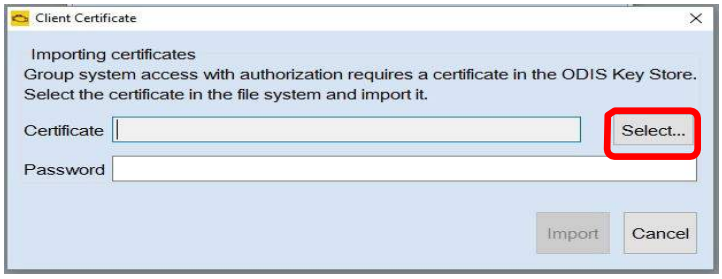



2. Select **Installing the client certificate:**



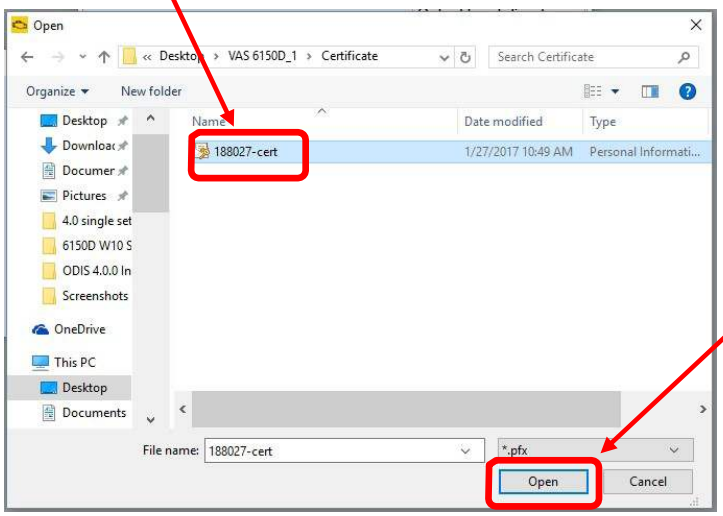
# Service Information

3. Click **Select:**



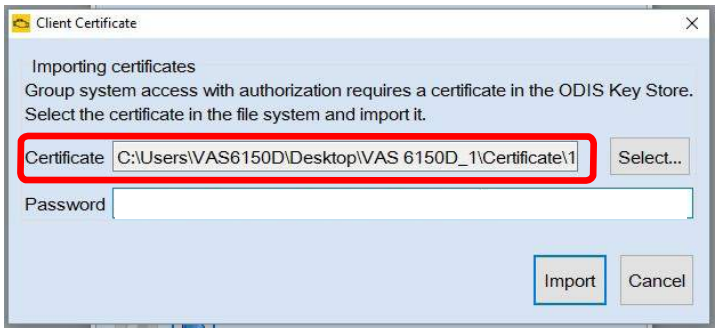

**Browse to the certificate location**. This is the certificate you received via e-mail from the VWGoA Dealer Fax dealerfax@vw.com

4. **Select / highlight** the **certificate** (.pfx) file and then click **Open:**

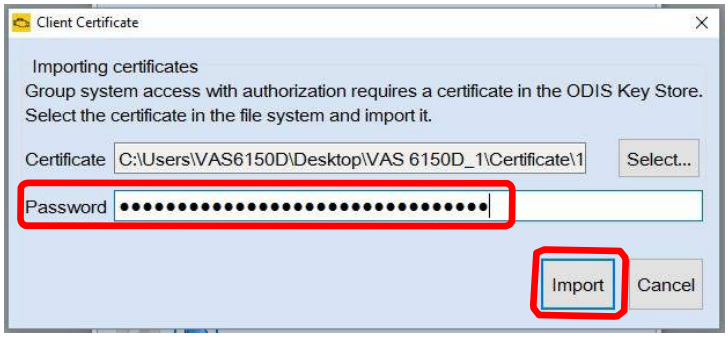



***Note:***
**DO NOT** *double-click the certificate file in its saved location!*

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



6. **Paste** the 32 digit Hardware ID into the password field and click **Import.**
   **Note**: The 32 Hardware ID arrived in an email along with your ODIS certificate.

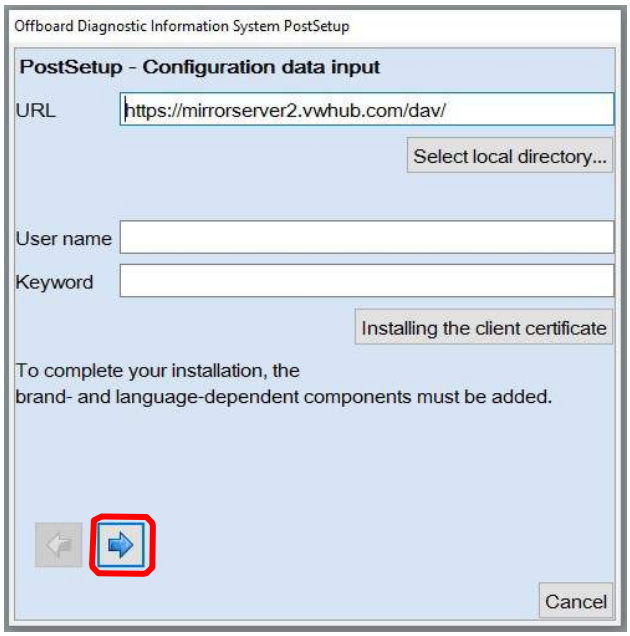



7. Click **OK:**




### 3.1 – Diagnostic Database Download & Installation – "Post-Setup"

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



# Service Information

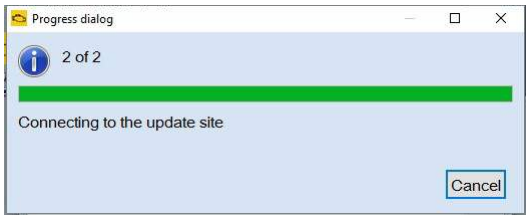
2. Click the **Forward Arrow** button:



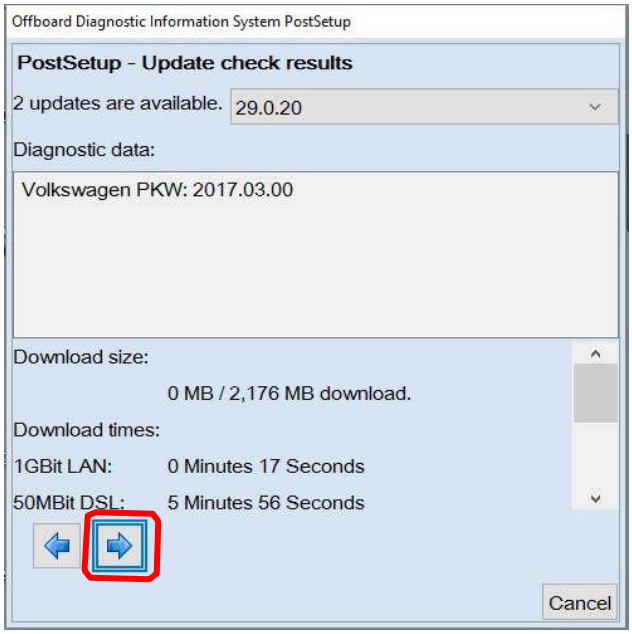

***Notes:***

- ***English is the default language selection. If this is a Lamborghini or Bentley installation select English (GB)***

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



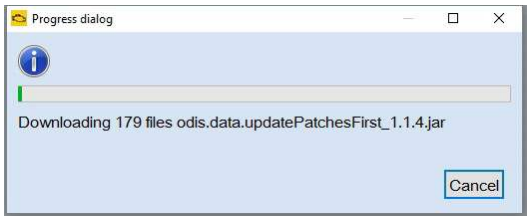

4. Click the **Forward Arrow** button:




***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.**

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




The **Progress dialog** window may appear to stall or lock at times during this process. This is normal. **Please be patient!**

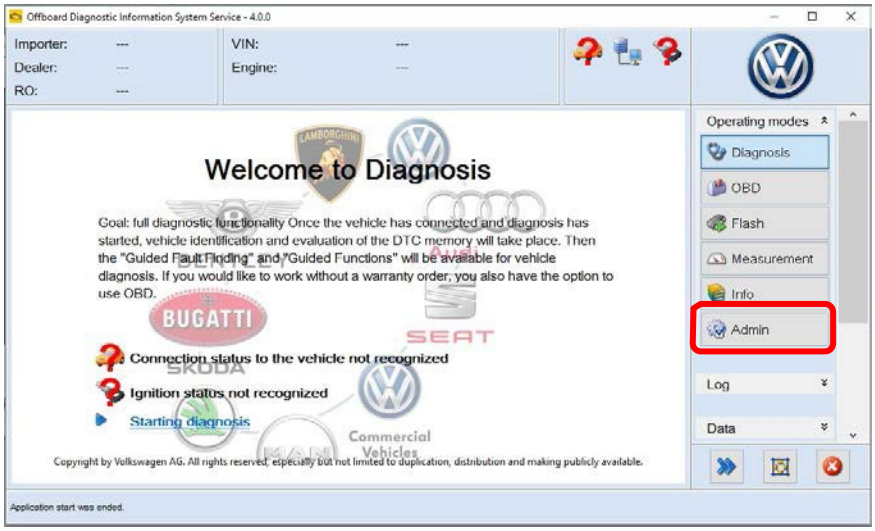
Download times depend on single brand or dual brand data **(dual = longer)**, the dealership network download speed and network traffic **(slower Mbps + busy = longer).**

## 4.0 – Post-Setup Configuration

### 4.1 – Administration - General

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

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



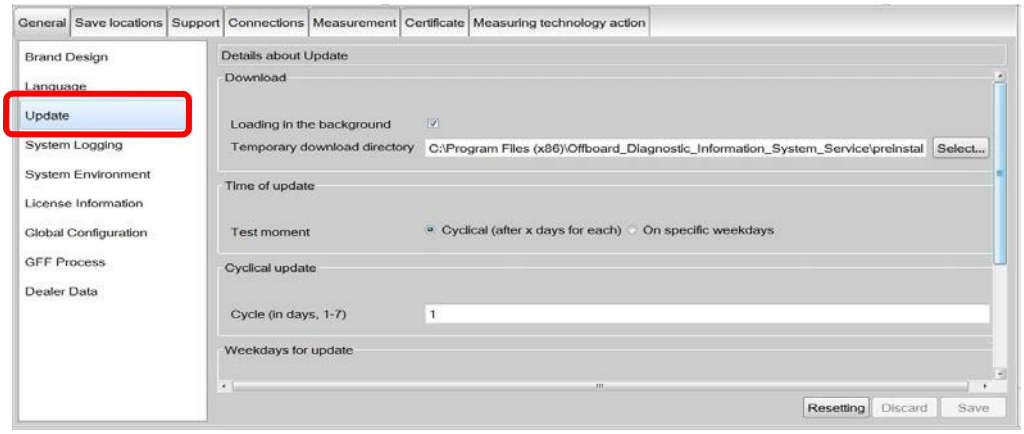
# Service Information

The **General** category tab appears first by default. Available function / configuration subcategories are listed in the left-hand display menu of each tabbed category.

### 4.1.1 – Update

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

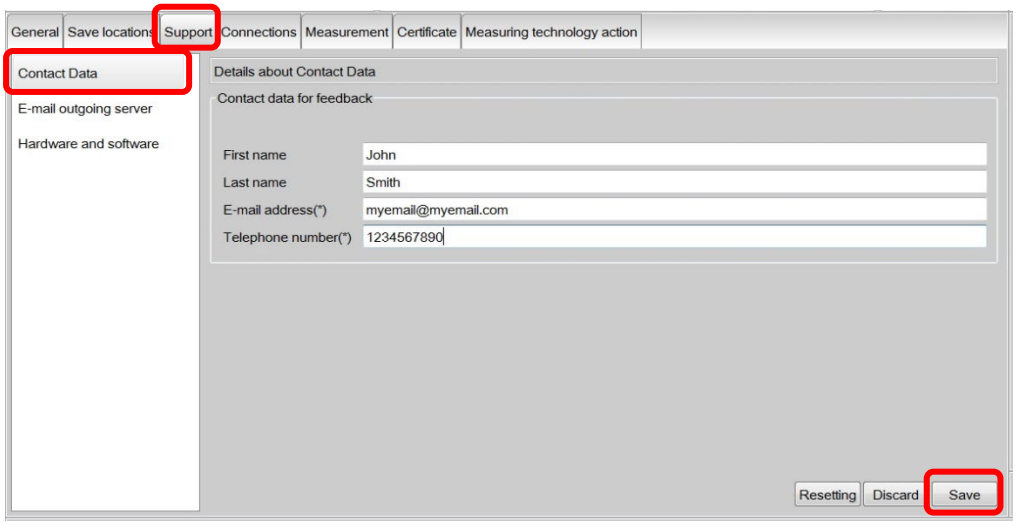
1. Select **Update,** and then review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes:**




### 4.1.2– 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:**



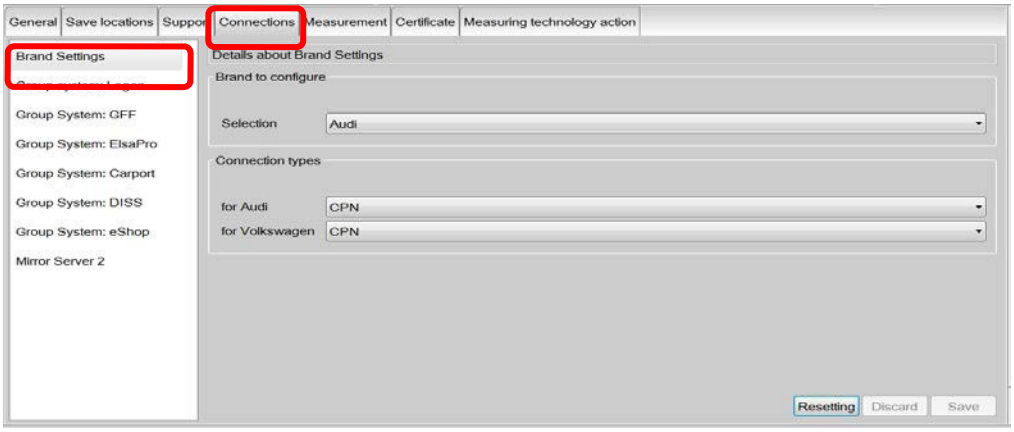
### 4.2 – Administration - Connections

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

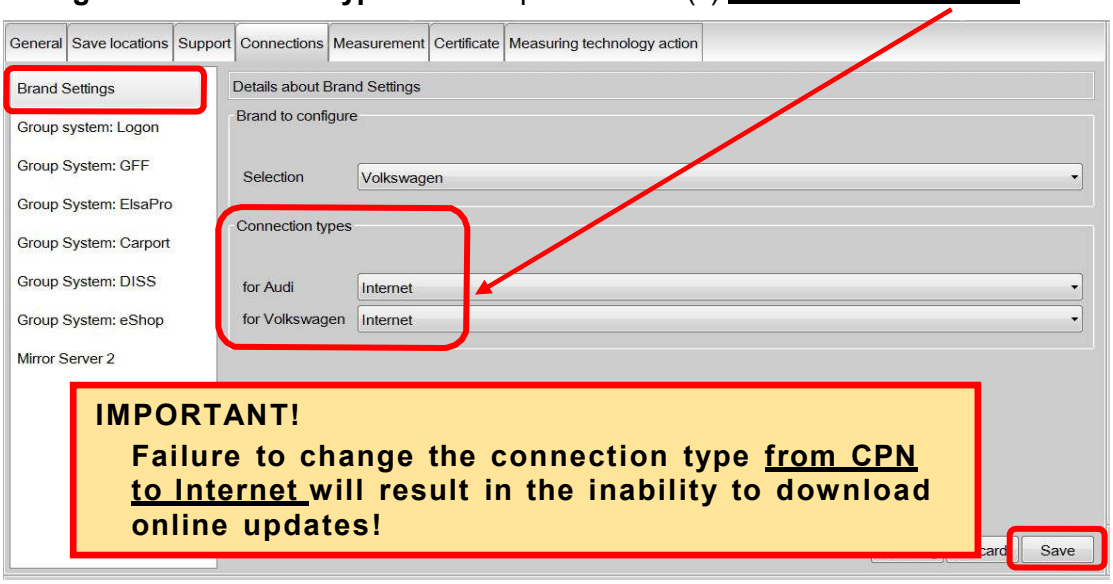
#### 4.2.1 – Brand Settings Data

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:




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

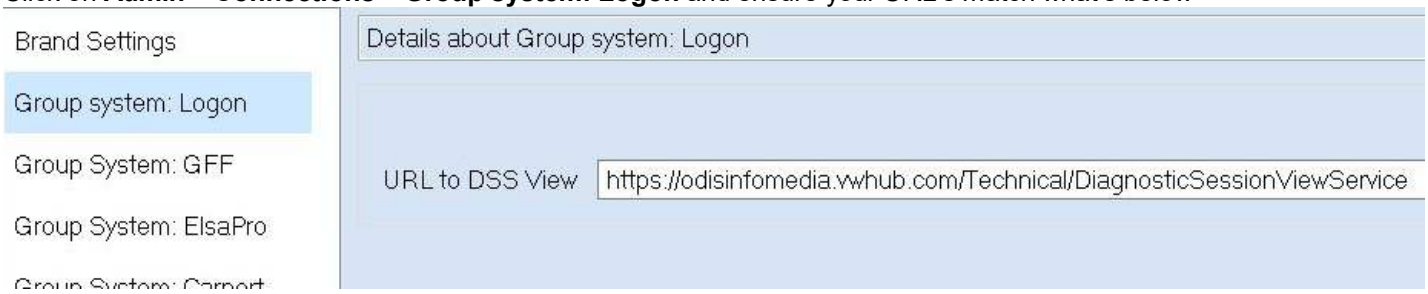


# Service Information

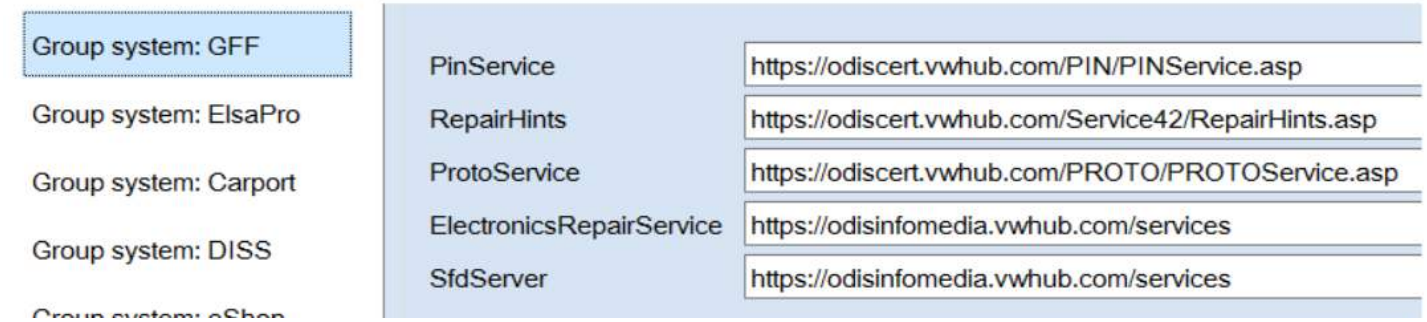
## 5.0 – Bentley & Lamborghini URL Changes

**THE REMAINING STEPS ARE FOR BENTLEY& LAMBORGHINI INSTALLATIONS ONLY**

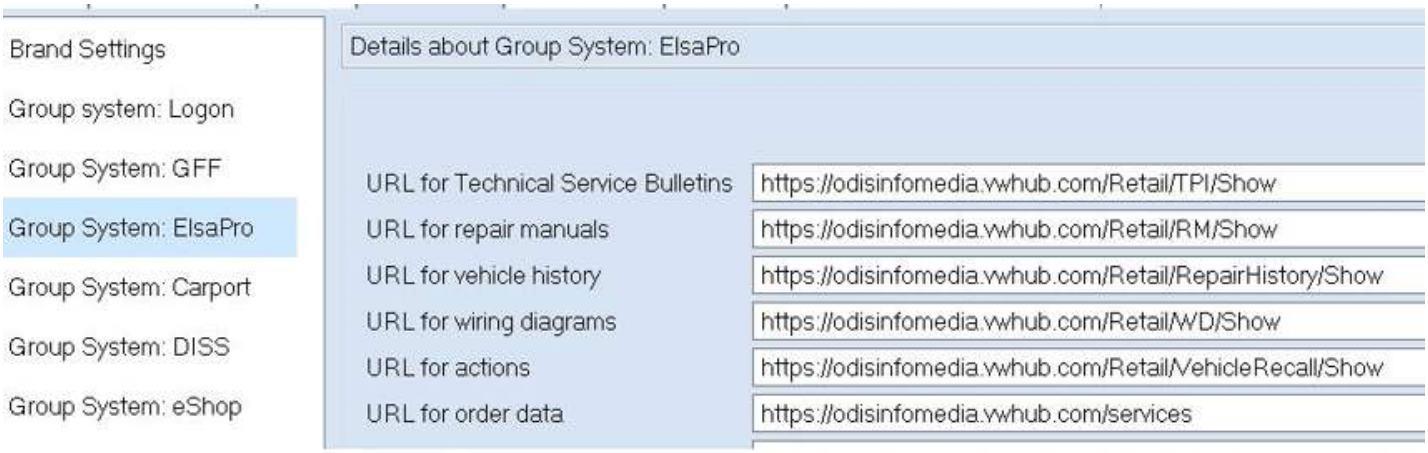
Click on **Admin > Connections > Group system: Logon** and ensure your URL's match what's below




Click on **Admin > Connections > Group System: GFF** and ensure the URL match what's below

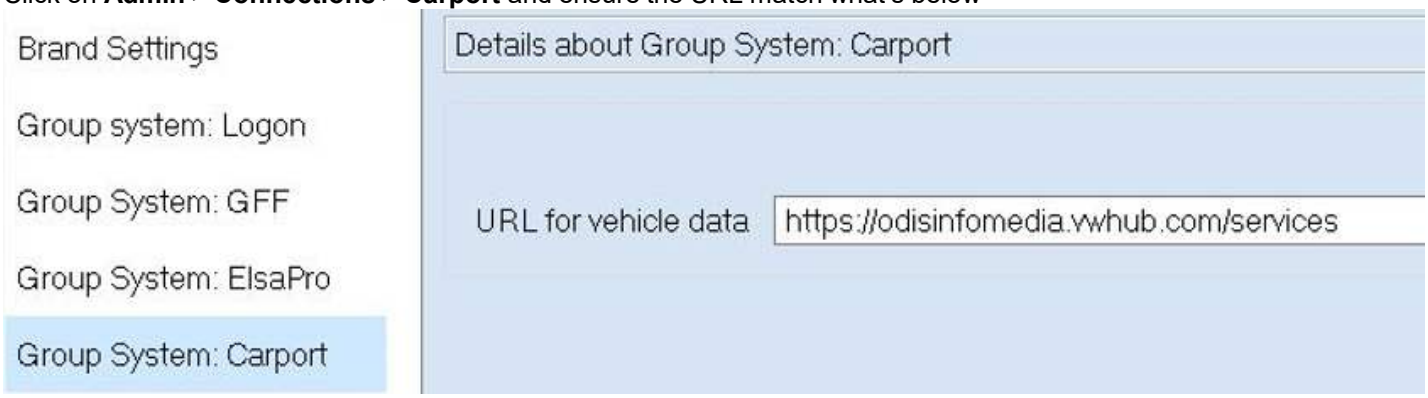



Click on **Admin > Connections > ElsaPro** and ensure the URL match what's below

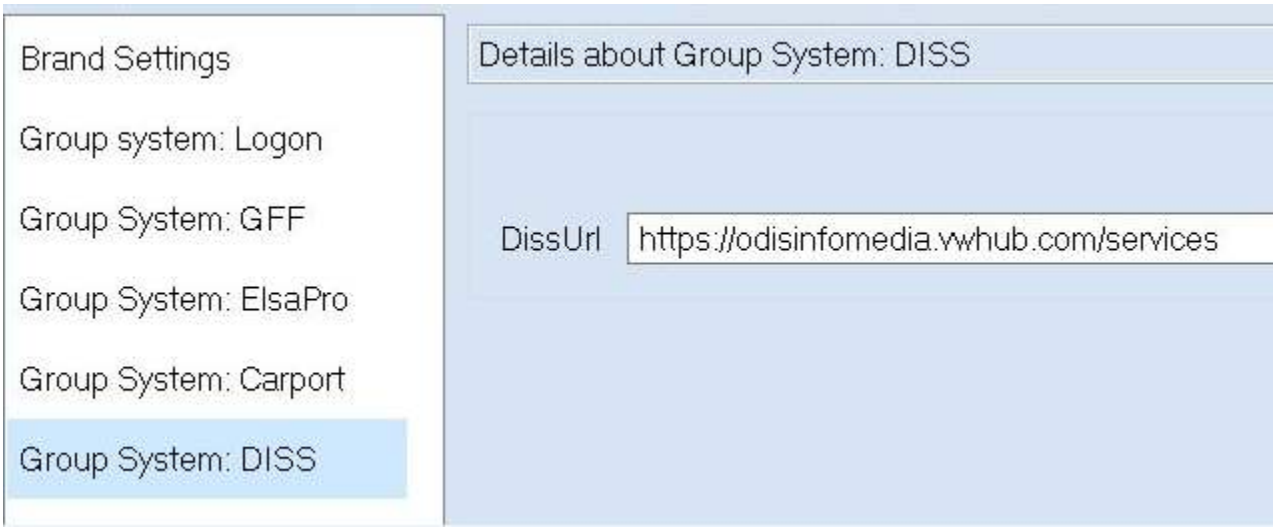


# Service Information

Click on **Admin > Connections > Carport** and ensure the URL match what's below




Click on **Admin > Connections > DISS** and ensure the URL match what's below



# Service Information

Click on **Admin > Connections > Group system: login** and ensure the URL match what is below




Click on **Admin > Connections > Mirror Server 2** and ensure the URL match what's below

