

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:



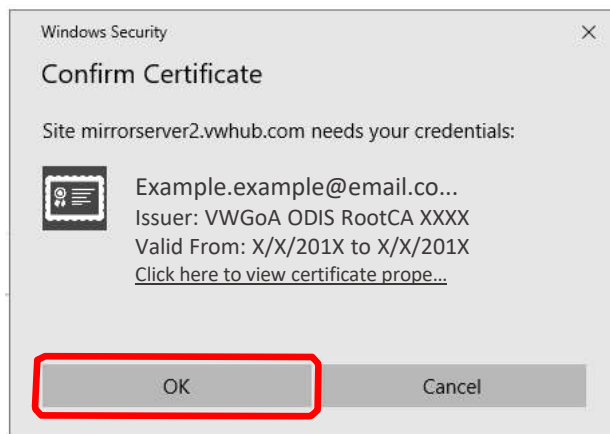
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Note: If you are unable to reach the web-server URL, try both options below before contacting Diagnostic Software Support for assistance.

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

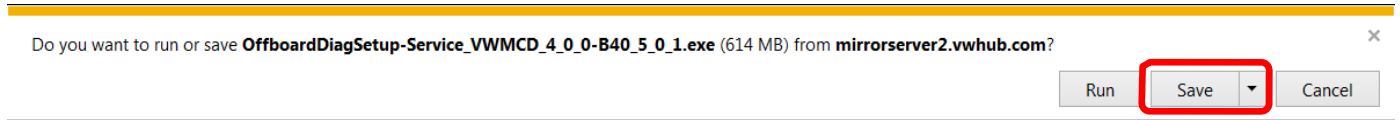
5. From the Index list, click the latest ODIS Service installation version.exe (listed by date):

Index of /dav/Odis/Trade-Retail/software/installation

Name	Last modified	Size
 Parent Directory		-
 ARIALUNI.TTF	2019-08-15 14:16	22M
 ODIS_Service_Quick_Guide_for_Service_Partners_DE_v5.pdf	2020-03-11 14:52	1.5M
 ODIS_Service_Quick_Guide_for_Service_Partners_EN_v5.pdf	2020-03-11 14:47	2.6M
 OffboardDiagSetup-Service_VWMCD_8_2_0-0101_2.exe	2021-10-30 01:10	570M
 OffboardDiagSetup-Service_VWMCD_9_0_1-0102_6.exe	2022-01-18 01:13	584M
 OffboardDiagSetup-Service_VWMCD_9_1_0-0207_9.exe	2022-02-22 01:13	584M

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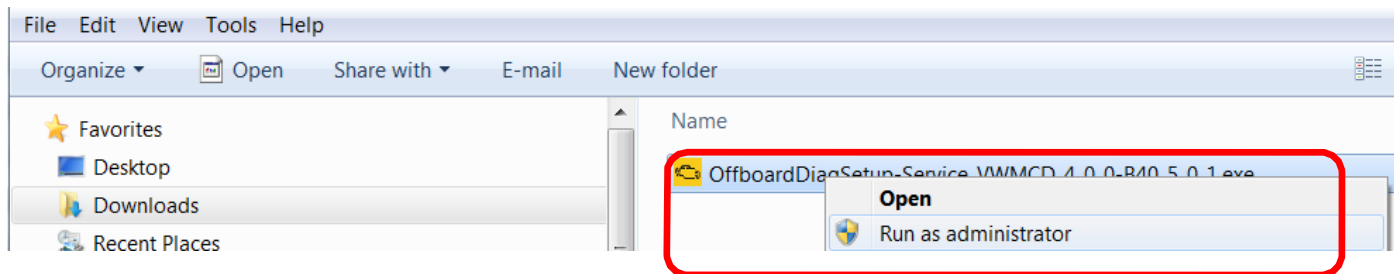
6. Click **Save**. The file is saved to your computers Downloads Folder.



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

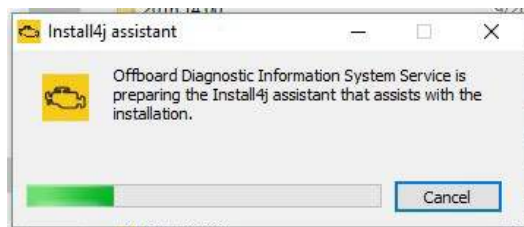


8. Locate the OffboardDiagSetup exe file in the Downloads folder, **right click it and choose Run as administrator**.



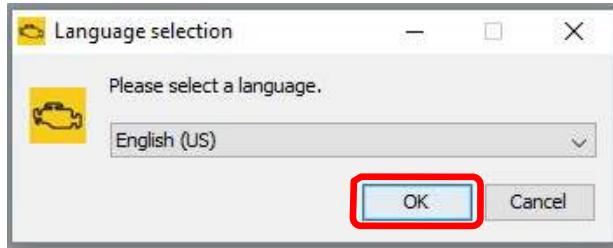
9. When the download is complete, **Close** the browser session.

10. No action needed:



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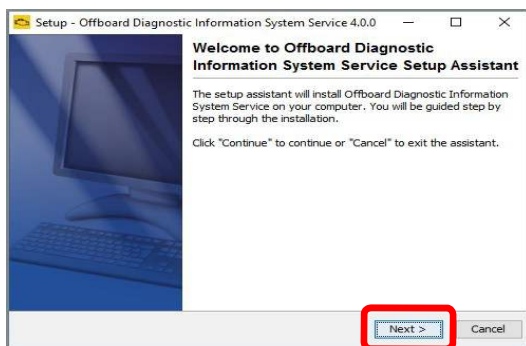
11. Confirm **English (US)** is selected, click OK



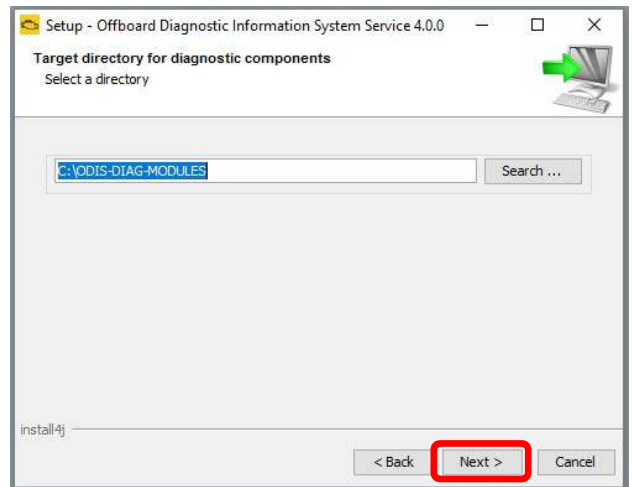
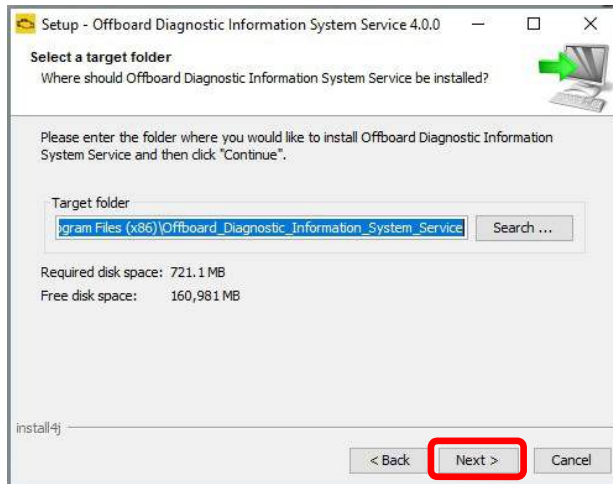
Notes:

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

12. Next

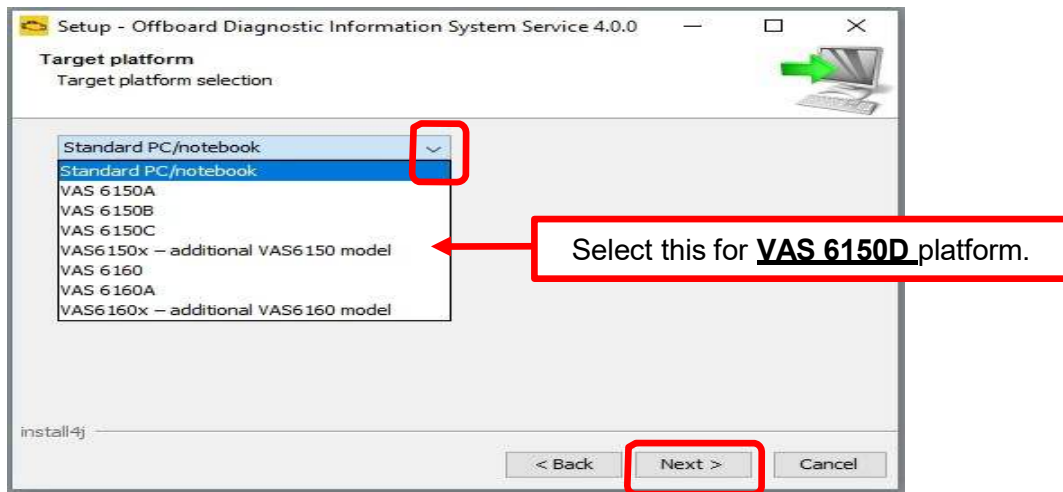


Select **Next . . . Next:**

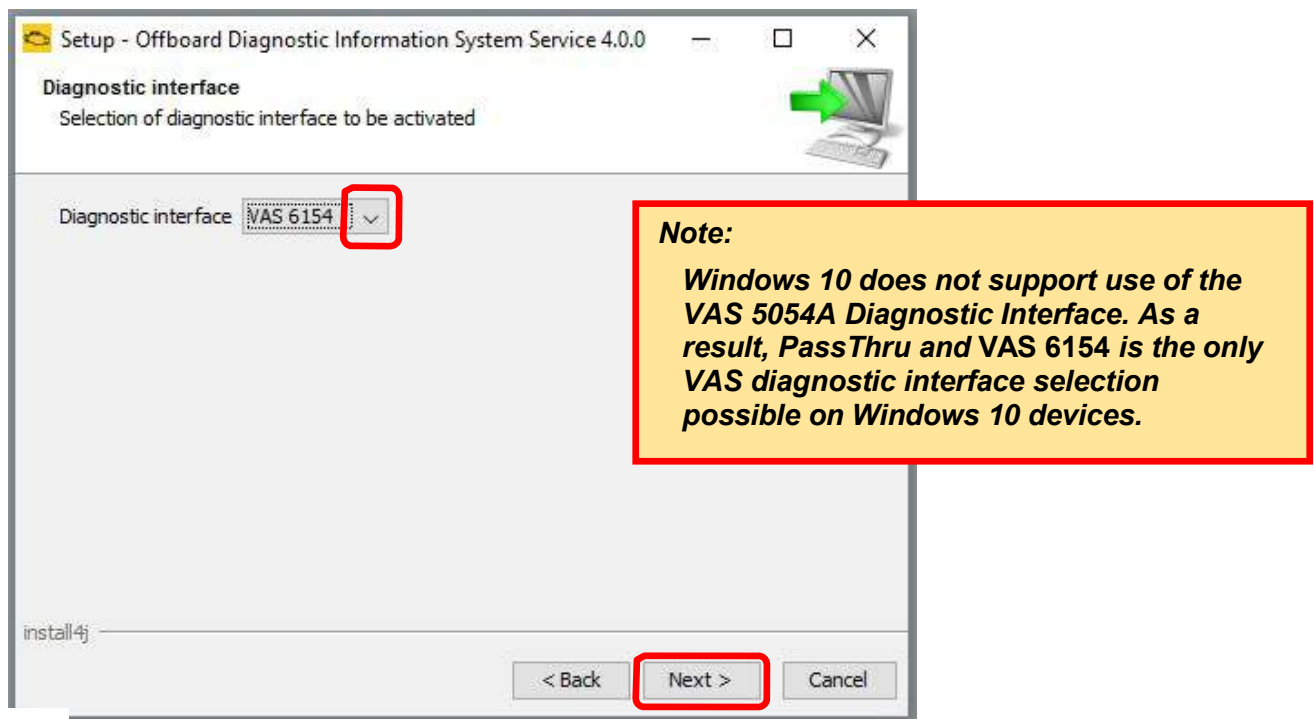


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13. Click the **Target platform dropdown selection arrow**, select the **diagnostic device model number or type** that applies to the device, and then select **Next**:

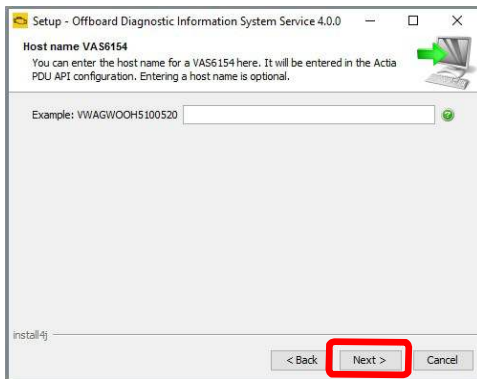


14. Click the **Diagnostic interface dropdown arrow**, and then select the applicable diagnostic interface and then select **Next**:

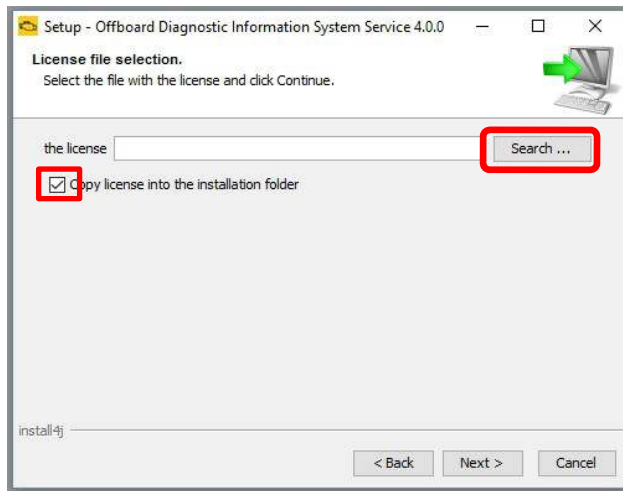


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15. Select Next

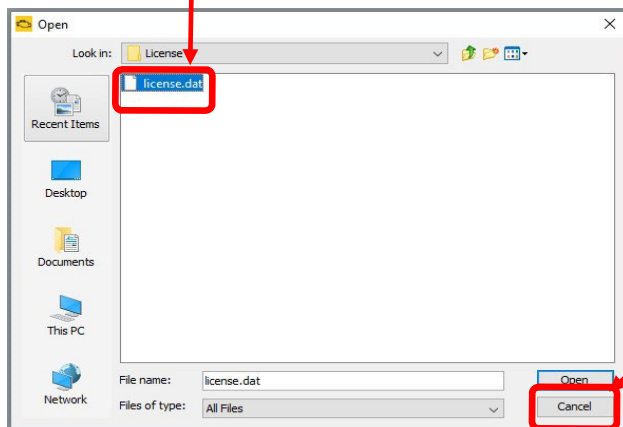


16. Ensure **Copy license to the license folder** is checked, and then click **Search...**:



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

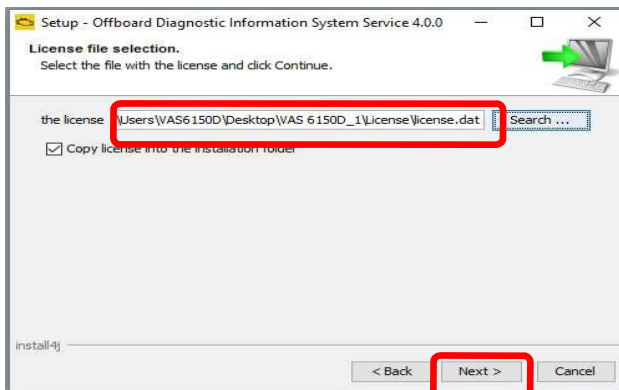
18. **Select / highlight** the license (.dat) file (**DO NOT double-click**), and then click **Open**:



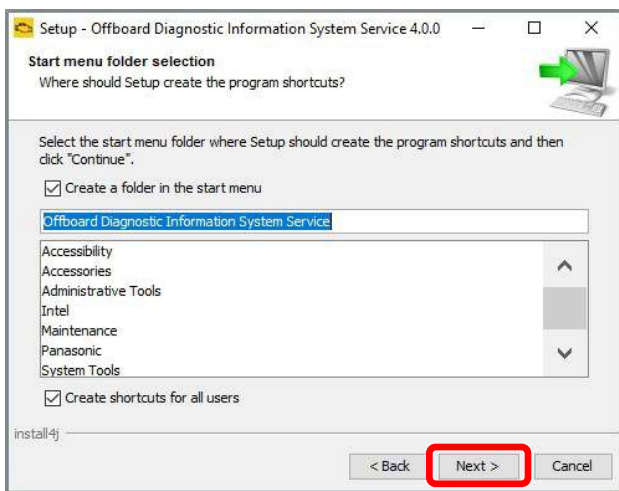
Note:

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

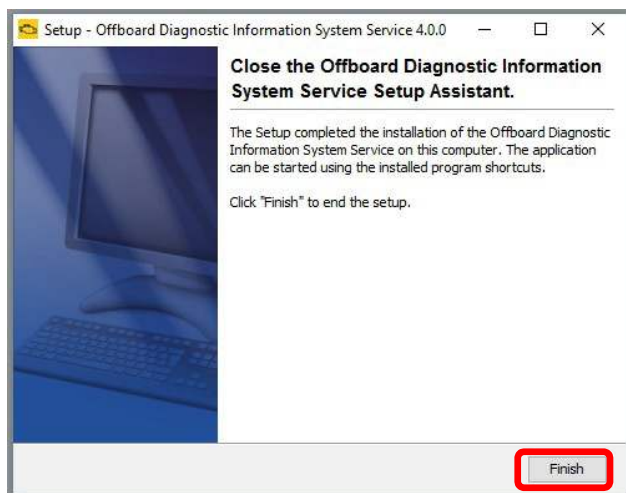
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20. No action needed. Select **Next**:



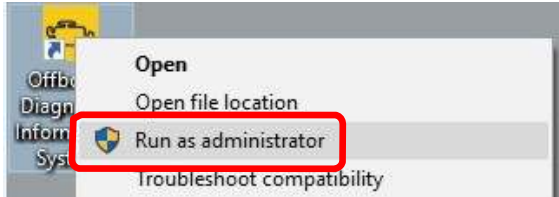
21. Click **Finish**:



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3.0 – Import Security Certificate to Application

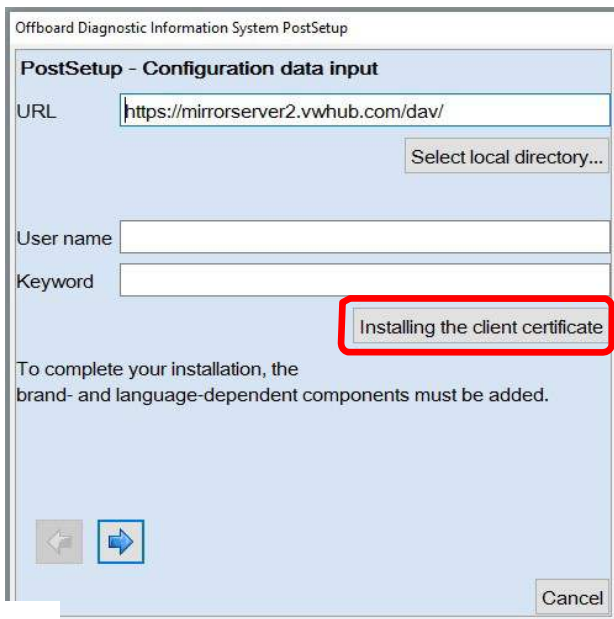
1. From the Windows desktop, right-click the **Offboard Diagnostic Information System** icon, and select **Run as administrator**:



Wait while the application starts:

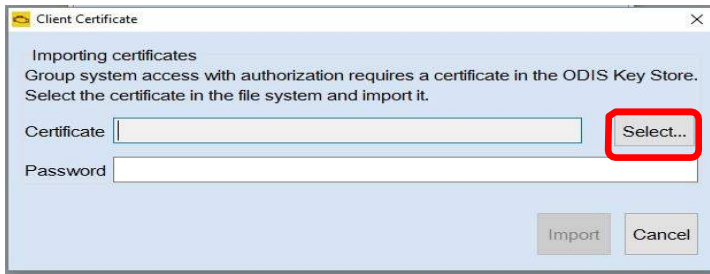


2. Select **Installing the client certificate**:



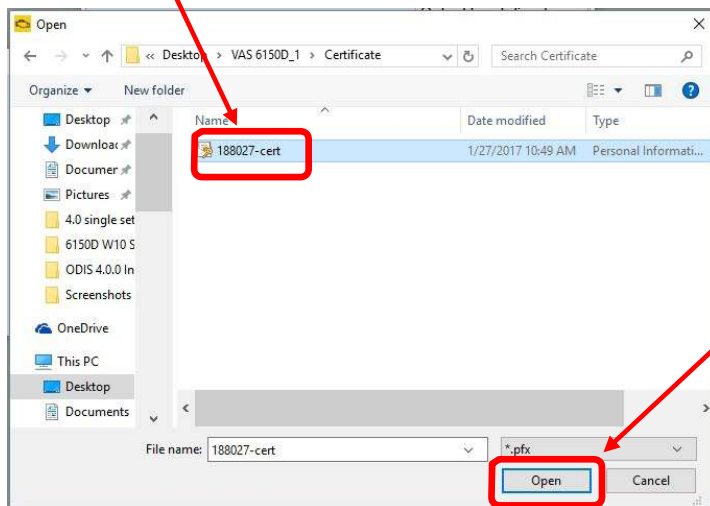
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3. Click **Select**:



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

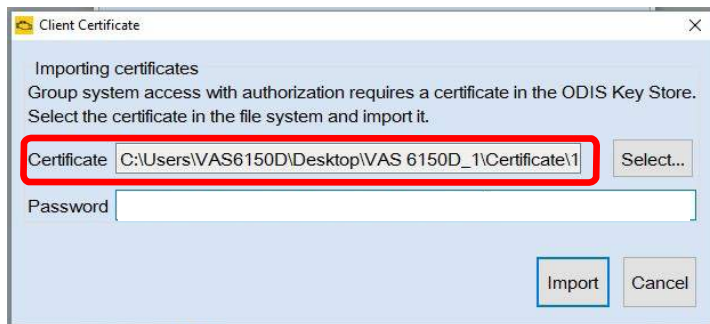
4. **Select / highlight** the **certificate** (.pfx) file and then click **Open**:



Note:

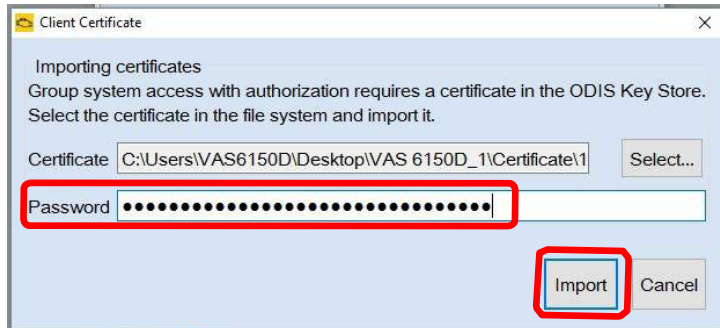
DO NOT double-click the certificate file in its saved location!

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



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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.

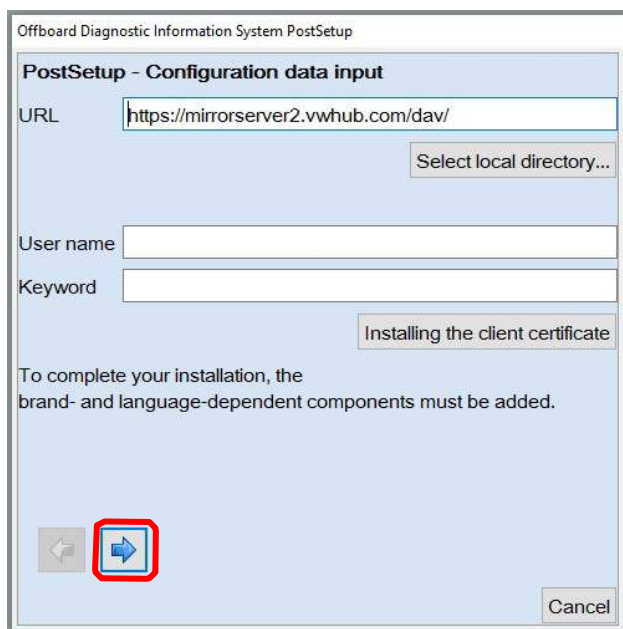


7. Click **OK**:



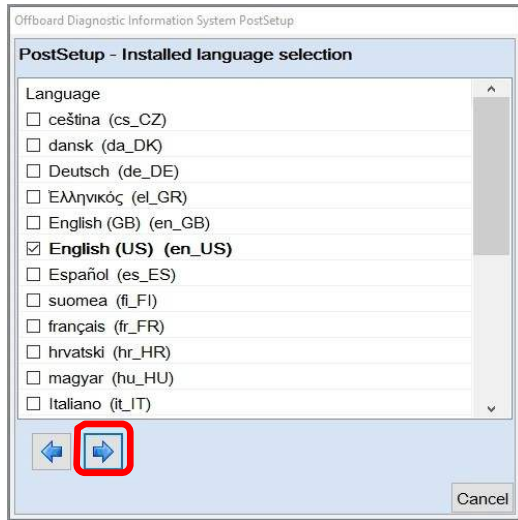
3.1 – Diagnostic Database Download & Installation – “Post-Setup”

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



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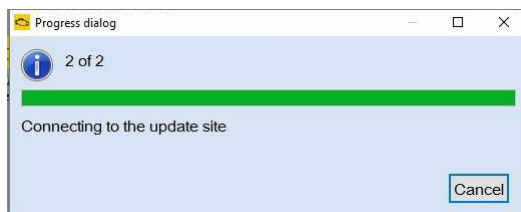
2. Click the **Forward Arrow** button:



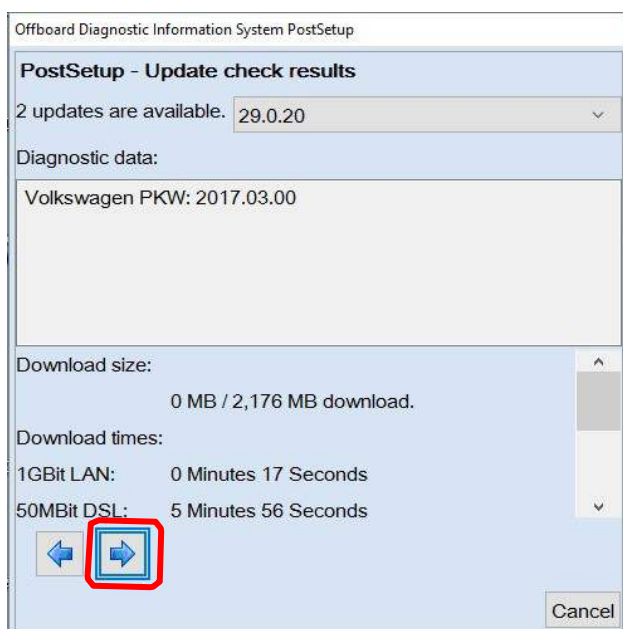
Notes:

- **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**.

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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!**

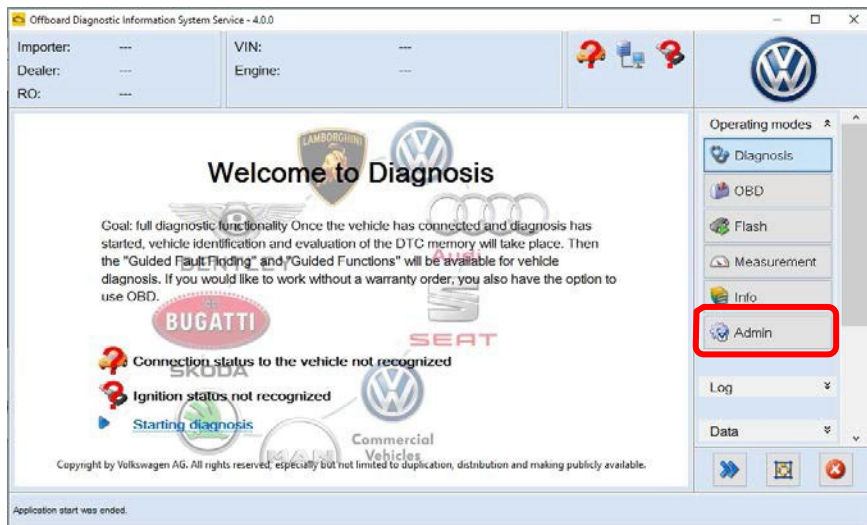
Download times depend on single brand or dual brand data (**dual = longer**), the dealership network download speed and network traffic (**slower Mbps + busy = longer**).

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**:



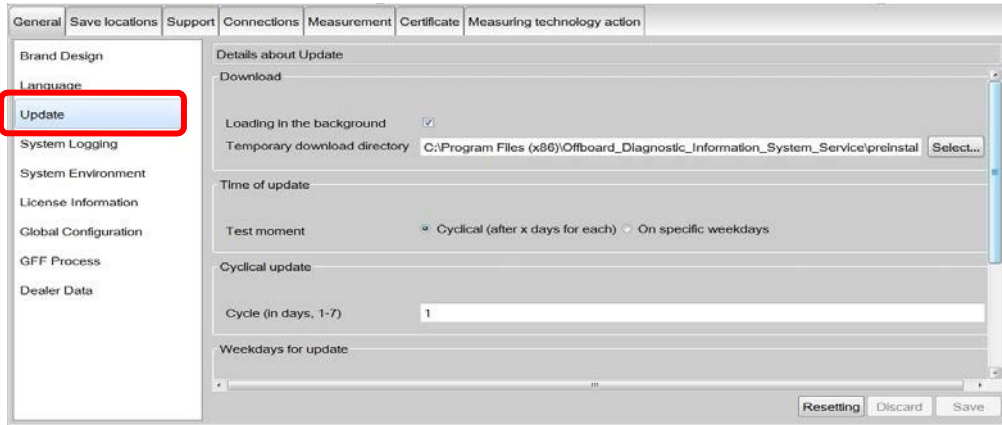
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The **General** category tab appears first by default. Available function / configuration subcategories are listed in the left-hand display menu of each tabbed category.

4.1.1 – Update

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

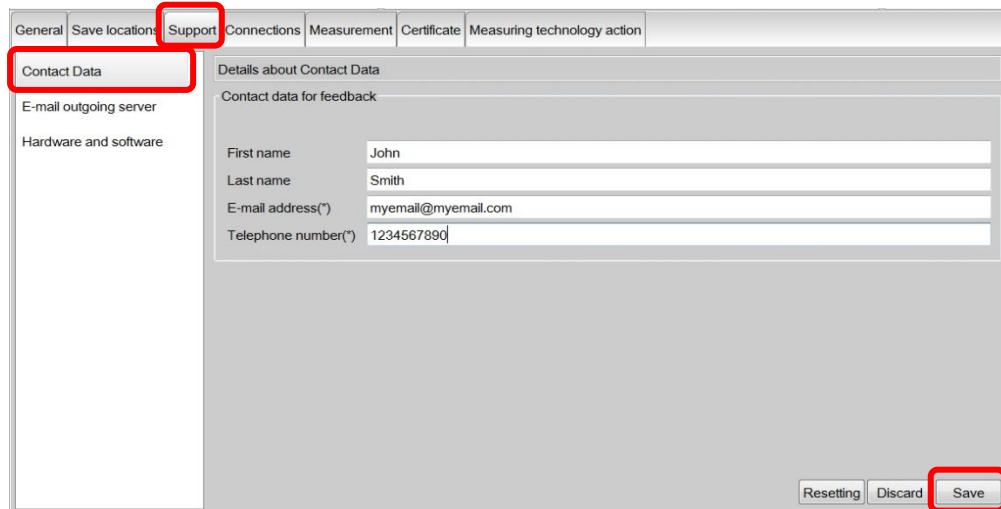
1. Select **Update**, and then review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes**:



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**:



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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:

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

Brand Settings

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

Details about Brand Settings

Brand to configure

Selection: Volkswagen

Connection types

for Audi: Internet

for Volkswagen: Internet

Save

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

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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

Brand Settings	Details about Group system: Logon
Group system: Logon	
Group System: GFF	URL to DSS View https://odisinfomedia.vwhub.com/Technical/DiagnosticSessionViewService
Group System: ElsaPro	
Group System: Carport	

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

Group system: GFF	PinService	https://odiscert.vwhub.com/PIN/PINService.asp
Group system: ElsaPro	RepairHints	https://odiscert.vwhub.com/Service42/RepairHints.asp
Group system: Carport	ProtoService	https://odiscert.vwhub.com/PROTO/PROTOService.asp
Group system: DISS	ElectronicsRepairService	https://odisinfomedia.vwhub.com/services
Group system: eShop	SfdServer	https://odisinfomedia.vwhub.com/services

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

Brand Settings	Details about Group System: ElsaPro
Group system: Logon	
Group System: GFF	URL for Technical Service Bulletins https://odisinfomedia.vwhub.com/Retail/TPI/Show
Group System: ElsaPro	URL for repair manuals https://odisinfomedia.vwhub.com/Retail/RM/Show
Group System: Carport	URL for vehicle history https://odisinfomedia.vwhub.com/Retail/RepairHistory/Show
Group System: DISS	URL for wiring diagrams https://odisinfomedia.vwhub.com/Retail/WD/Show
Group System: eShop	URL for actions https://odisinfomedia.vwhub.com/Retail/VehicleRecall/Show
	URL for order data https://odisinfomedia.vwhub.com/services

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

Brand Settings	Details about Group System: Carport
Group system: Logon	
Group System: GFF	
Group System: ElsaPro	
Group System: Carport	URL for vehicle data https://odisinfomedia.vwhub.com/services

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

Brand Settings	Details about Group System: DISS
Group system: Logon	
Group System: GFF	
Group System: ElsaPro	
Group System: Carport	
Group System: DISS	DissUrl https://odisinfomedia.vwhub.com/services

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

Brand Settings	Details about Group System: Login	
Group system: Logon		
Group system: GFF		
Group system: ElsaPro		
Group system: Carport		
Group system: DISS		
Group system: eShop		
Group System: Login		

URL for GRP	https://grp.volkswagenag.com/.well-known/openid-configuration
URL to DSS Logon	https://odisinfomedia.vwhub.com/services
URL for GRP Retail	https://grp.global.volkswagenag.com/Retail
URL to Logon	https://odiscert.vwhub.com/LOGON/LOGONService.asp
URL for GRPDSS	https://odisinfomedia.vwhub.com/services

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

Brand Settings	Details about Mirror Server 2	
Group system: Log...	Access data	
Group System: GFF		
Group System: Els...		
Group System: Ca...		
Group System: DISS		
Group System: eS...		
Mirror Server 2		

Mirror Server URL	https://mirrorserver2.vwhub.com/dav/
Mirror Server user	
Mirror Server password	

Timeout	
Timeout [s]	120