

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Subject: ODIS Service - Uninstallation and Reinstallation Instructions

Date: Mar 14, 2022

1.0 – Introduction

1.1 – General Information

This document describes the **uninstallation of a malfunctioning version of ODIS Service**, and its **reinstallation on the existing (not recovered) Windows® system**.

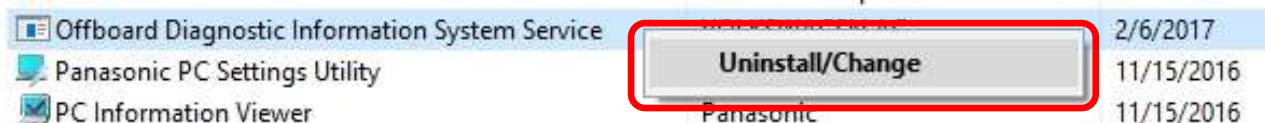
2.0 – Preparation

2.1 – Prerequisites

- ☐ Device operating system is known: **Windows 10**
- ☐ A backup copy of the ODIS Service **License file must be available for reinstallation**
- ☐ A backup copy of the ODIS Service **Security Certificate file must be available for reinstallation**
- ☐ Type of **diagnostic interface** in use is known, e.g.: **VAS 6154/6154A/PASSTHRU**
- ☐ Antivirus software and network firewall temporarily disabled (where applicable)

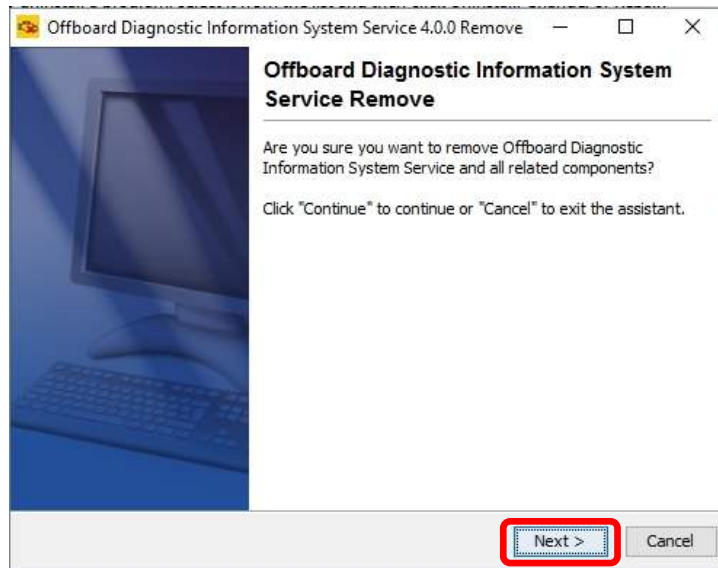
2.2 – Uninstall ODIS Service – Windows

1. Open Control Panel and click the  **Programs and Features** category.
2. Right-click the **ODIS Service** program listing as illustrated, and then select **Uninstall/Change**:

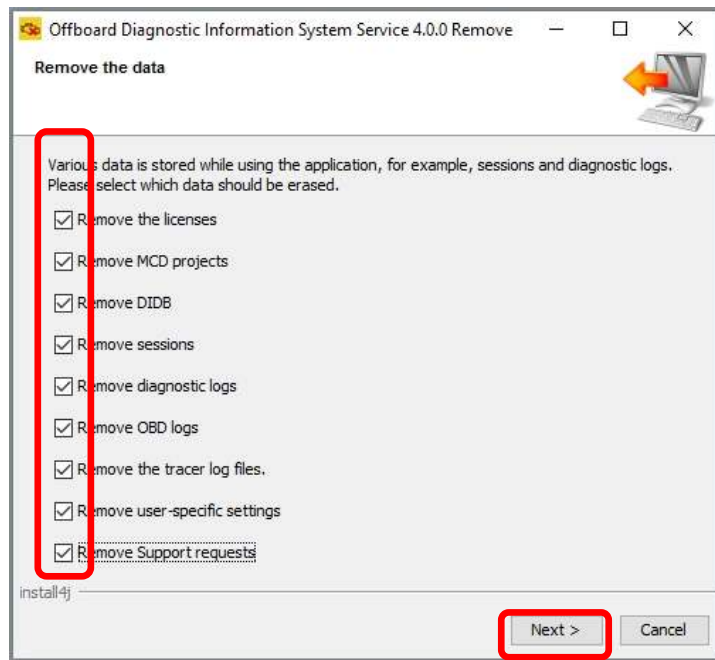


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3. Select **Next**:

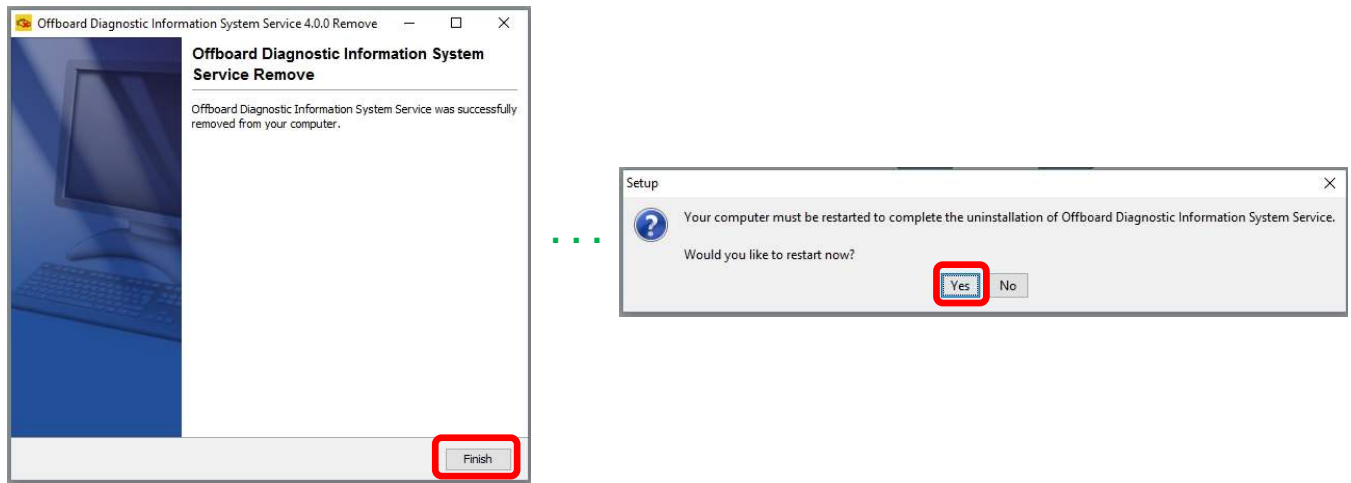


4. Check all boxes in the prompt window (scroll down), and then select **Next**:



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5. **Wait** while several stages of uninstallation take place. Click **Finish . . . Yes**:



The diagnostic device will automatically shut down and restart.

3.0 – Reinstallation & Configuration

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

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:



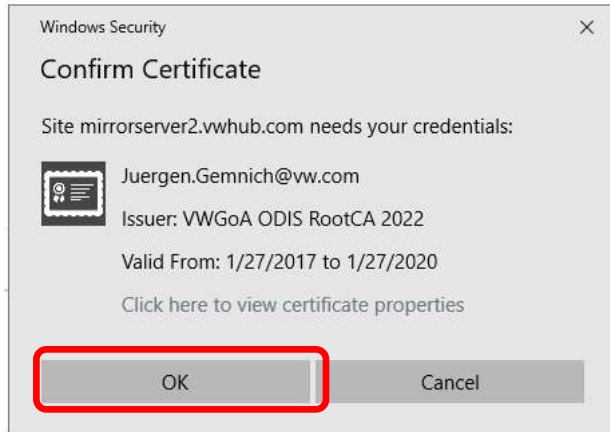
Note: If the web-server URL does not respond, try the options below before contacting Diagnostic Systems Support for assistance.

1. Go to: **Tools > Internet Options > Advanced** and scroll to the bottom. Place a checkmark in all the TLS options and SSL 1.0, 1.1, 1.2, 3.0
2. Go to: **Tools > Internet Options > Advanced** and near the bottom of this Window, click **Reset**. This action requires you to re-start Windows, and 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 the security certificate was installed into Internet Explorer. This instructions arrived with the certificate.

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3. Select **OK**:



Note:

If multiple certificate confirmation prompts appear, select and confirm the one indicated as:

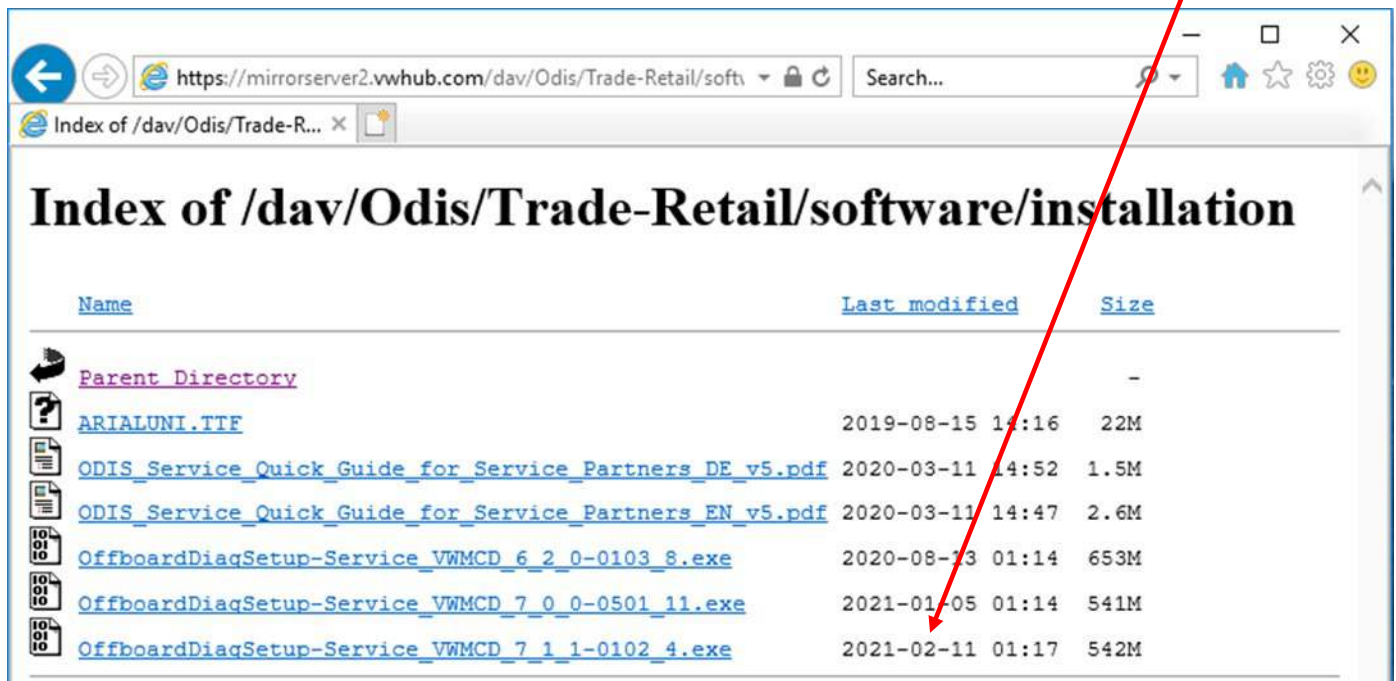
Issuer: VWGoA ODIS RootCA

Example.example@email.co...
Issuer: VWGoA ODIS RootCA XXXX
Valid From: X/X/201X to X/X/201X
[Click here to view certificate prope...](#)

4. Navigate through the **web-server Indexes** in the following order:

- **Odís/**
- **Trade-Retail/**
- **software/**
- **installation/**

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

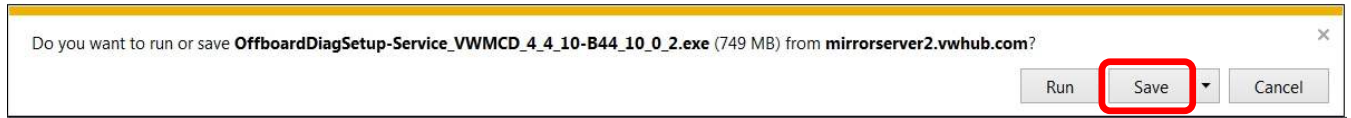


Note:

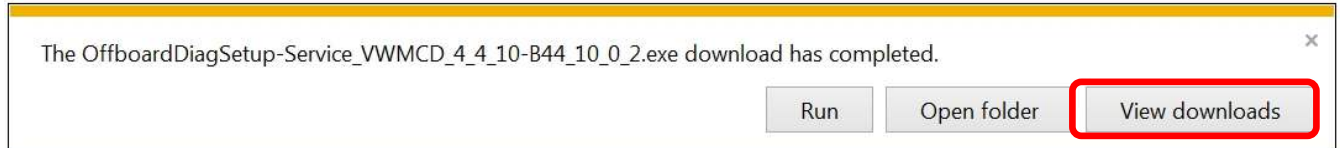
The installation version illustrated above is an example only! Versions are updated regularly. Always download the latest version by date!

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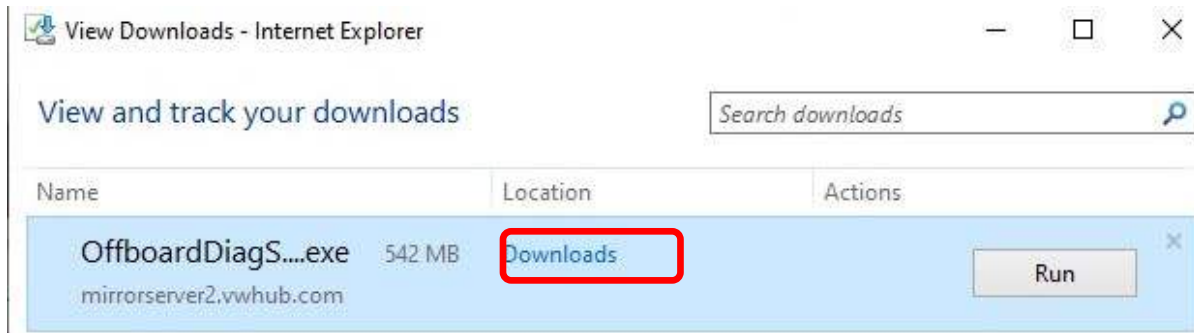
6. Select **Save**: (The file will be saved in the **Downloads** Folder.)



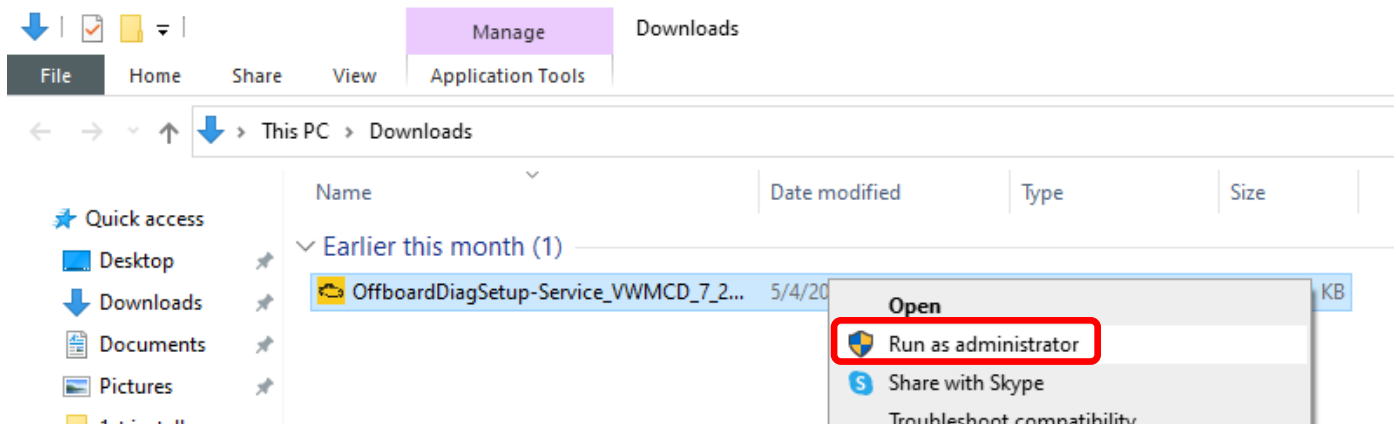
Once the download is complete, select **View downloads**:



7. Select **Downloads**:

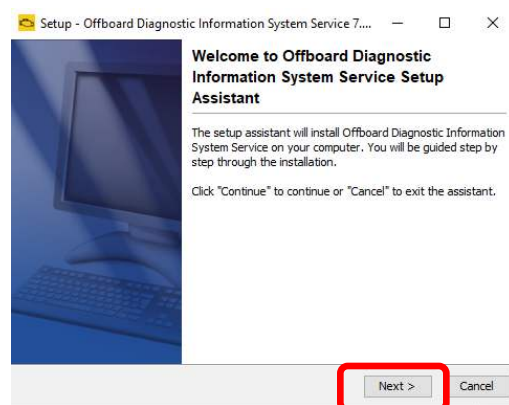
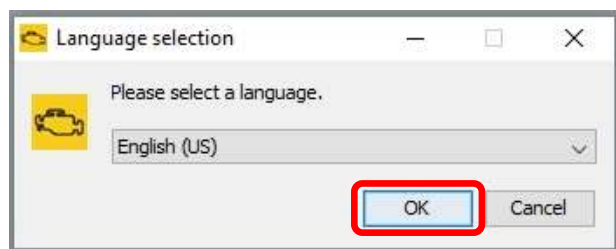


8. Locate the **OffboardDiagSetup exe** file in the **Downloads** folder, right click and select **Run as administrator**:

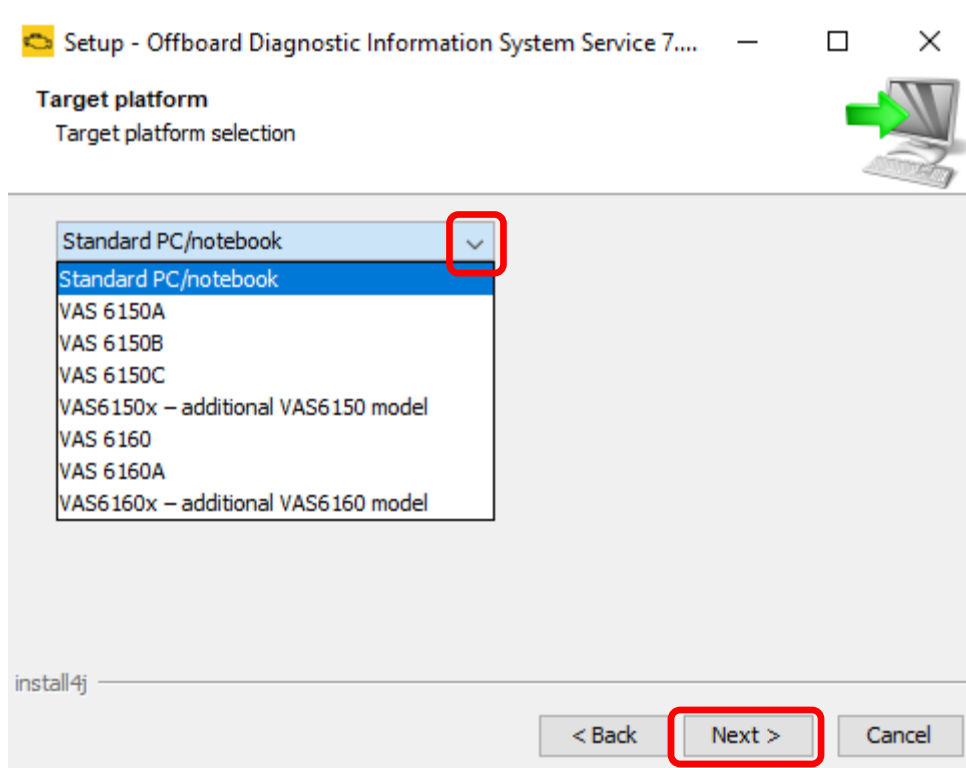


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9. Confirm **English (US)** is selected, and then select **OK**. . . **Next:**

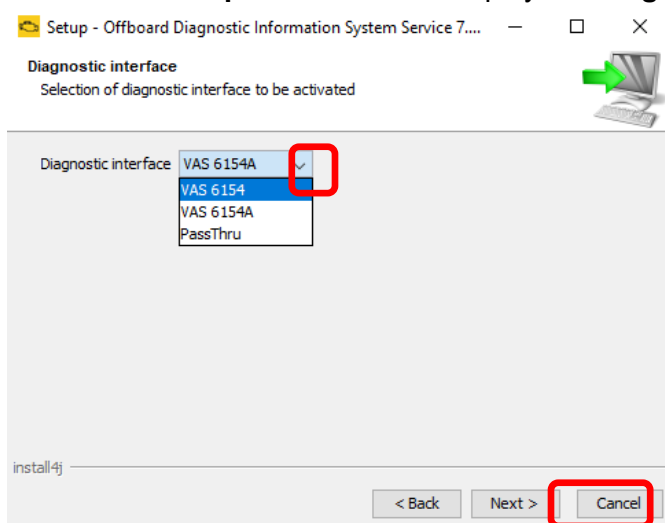


11. Click the **dropdown selection arrow** to display the **Target platform menu**. Select the applicable **diagnostic device model number or type** from the menu, and then select **Next**:



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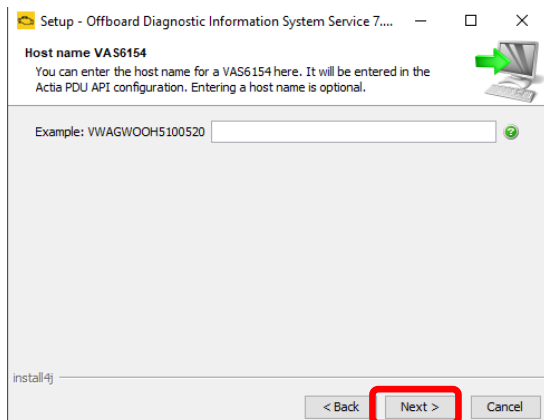
12. Click the **dropdown arrow** to display the **Diagnostic interface** menu.



Note:

Windows 10 does not support use of the VAS 5054A Diagnostic Interface!

13. **Windows with VAS 6154/6154A:** Select **Next:** (Entering a hostname is optional.) In addition, this is not required for use with a PassThru J2534 device.

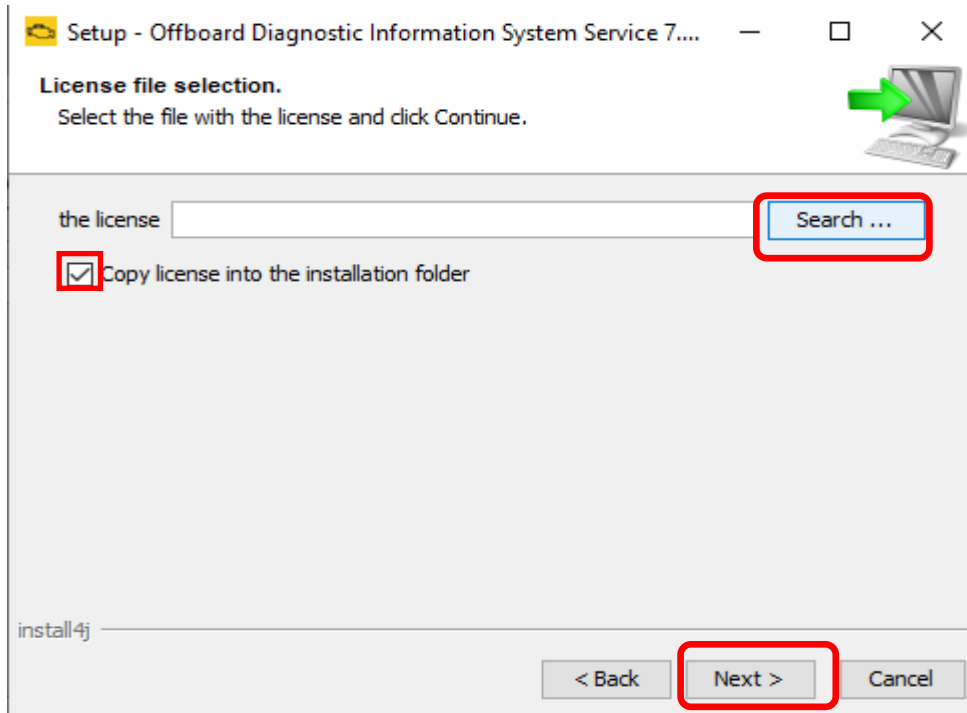


Note:

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 erWin > Vehicle Diagnostics & Reprogramming > Step 4 VAS 6154 Diagnostic Interface – Configuration Instructions.

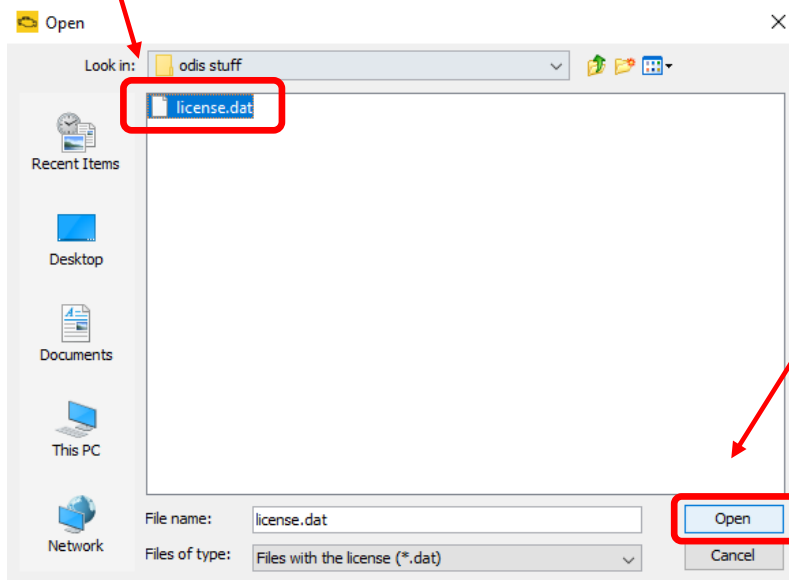
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Ensure **Copy license to the license folder** is checked, and then click **Search...**:



12. **Open** the “**device folder**” on the Windows desktop (or alternate location with the saved license file) and **Open** the “**License**” subfolder.

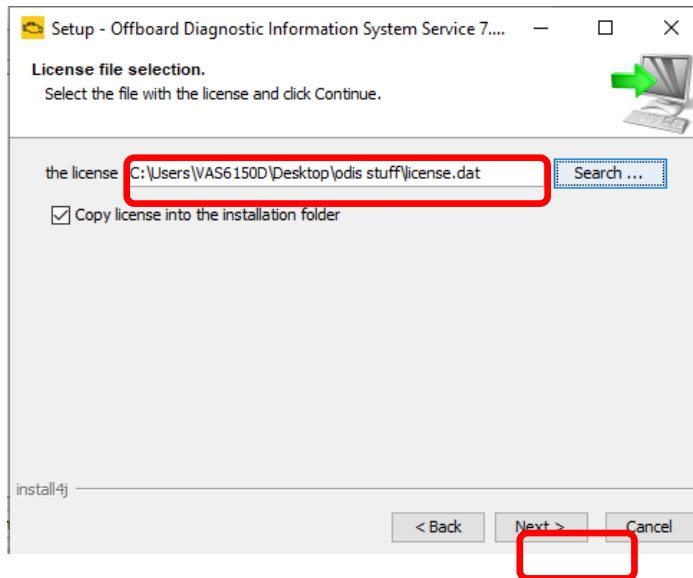
13. **Select / highlight** the **license** (.dat) file from its saved location (**DO NOT double-click**), and then click **Open**:



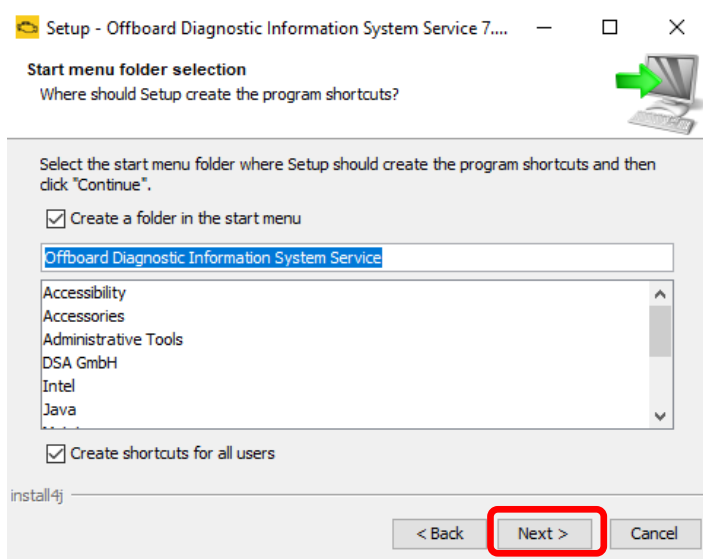
Note:
DO NOT double-click the license file (to open it) in its saved location!

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

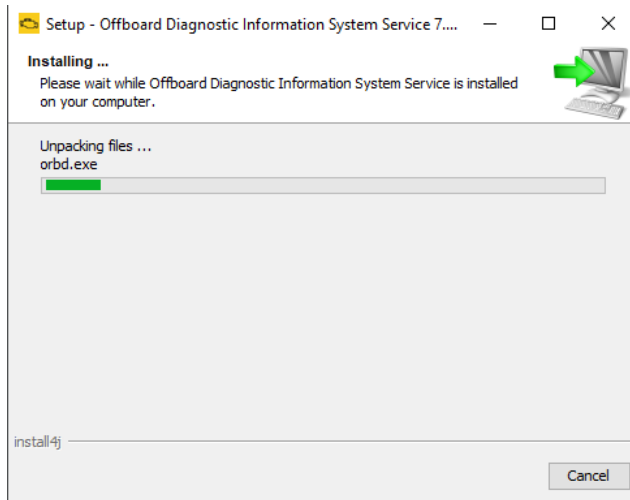


15. No action needed. Select **Next**:

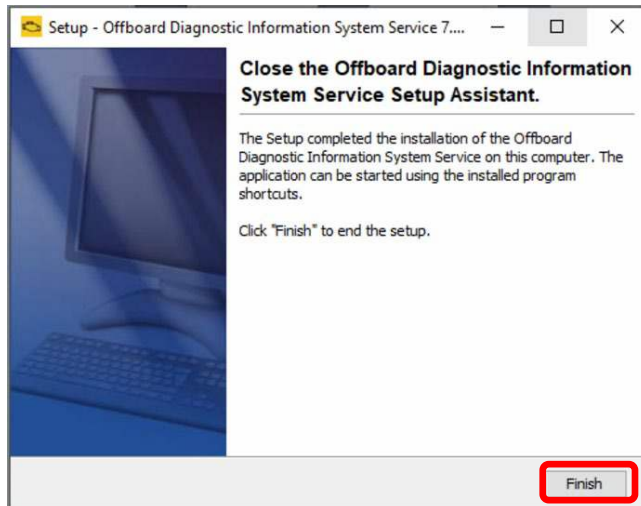


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16. **Wait** while several different phases of the installation take place:



17. Click **Finish**:



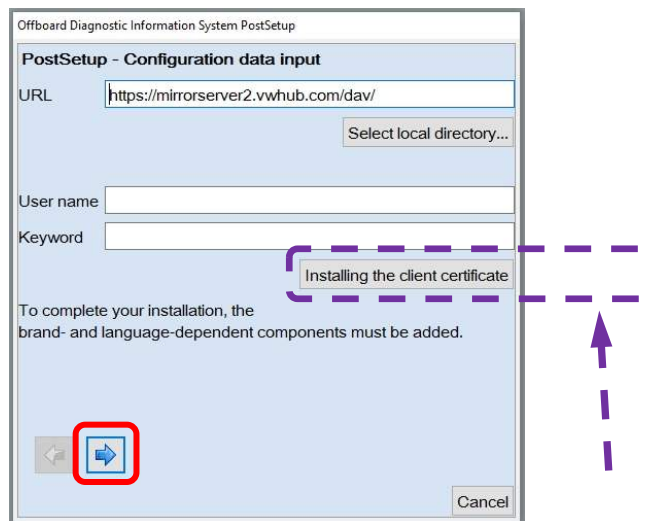
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3.2 – Diagnostic Database Download & Installation – “Post-Setup”

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



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



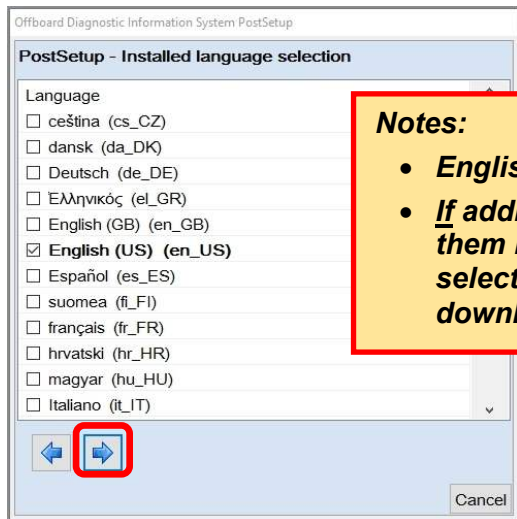
Notes:

If one of the following error messages appears after clicking the **Forward Arrow** button, try the solutions specified below **before** contacting Diagnostic Systems Support (DSS):

- **ODS1003E – Solution:** Click the [Installing the client certificate button](#) to reimport your ODIS Security Certificate from the device folder or alternate storage location.
- **ODS6105/6E – Solution:** Request a new ODIS Security Certificate from erWin > Vehicle Diagnostics & Reprogramming > Step 2.

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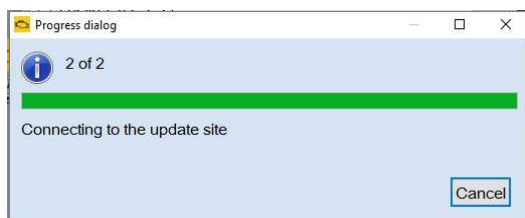
3. Click the **Forward Arrow** button once you select your language(s):



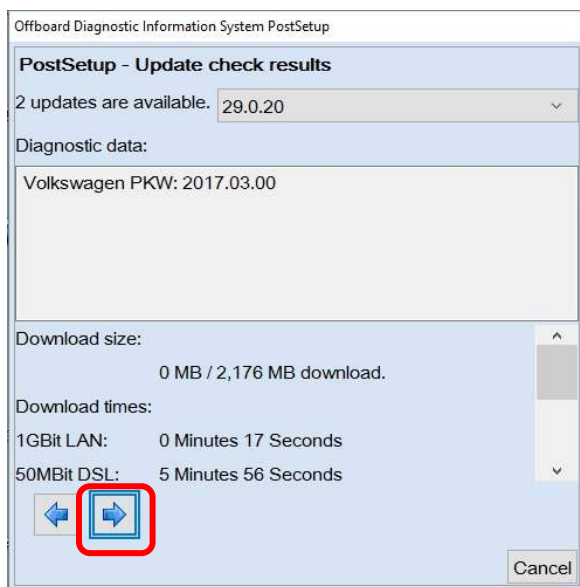
Notes:

- **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!**

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



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

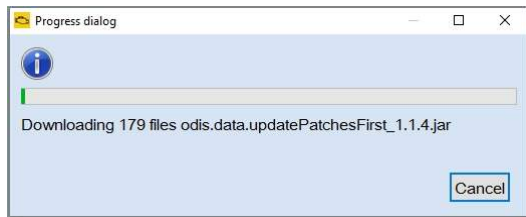


Notes:

- **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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6. **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**).

7. **Read and close the Release Notes** window.
8. **Read the Warnings/notes information, scroll down and click OK.**

The **ODIS Service** main window appears.

The **VW brand design** is displayed by default.

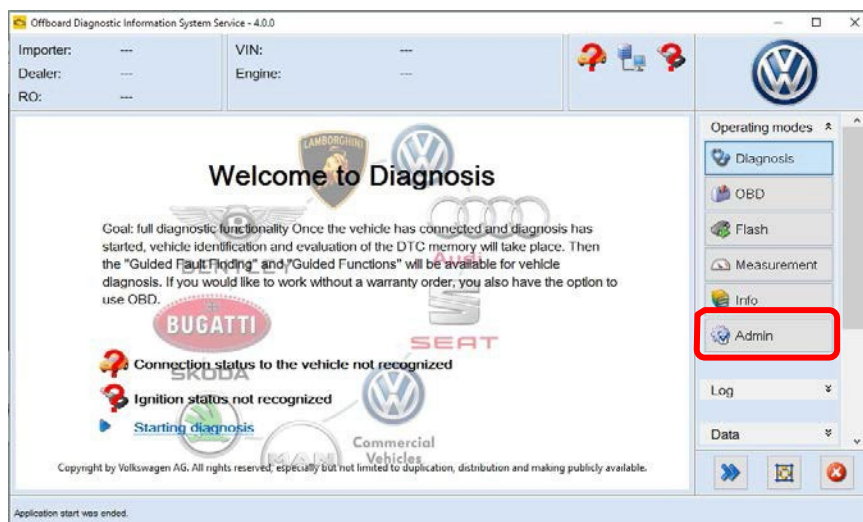
4.0 – Post-Setup Configuration

Prior to placing the diagnostic device into service, a number of configuration steps are required. Configurations take place via the **Admin** operating mode.

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**:

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 Select...

Time of update

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

Cyclical update

Cycle (in days, 1-7) 1

Weekdays for update

Resetting Discard Save

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**:

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

Contact Data
E-mail outgoing server
Hardware and software

Details about Contact Data

Contact data for feedback

First name John

Last name Smith

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

Telephone number(*) 1234567890

Resetting Discard **Save**

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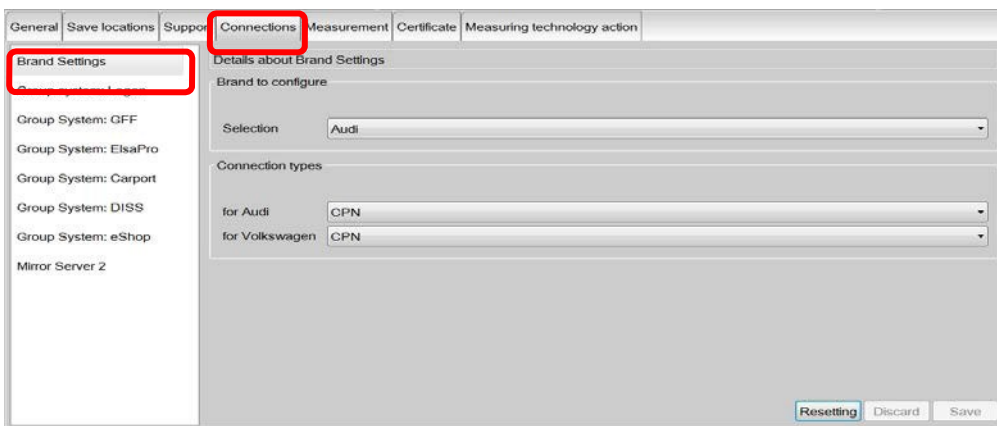
4.2 – Administration - Connections

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

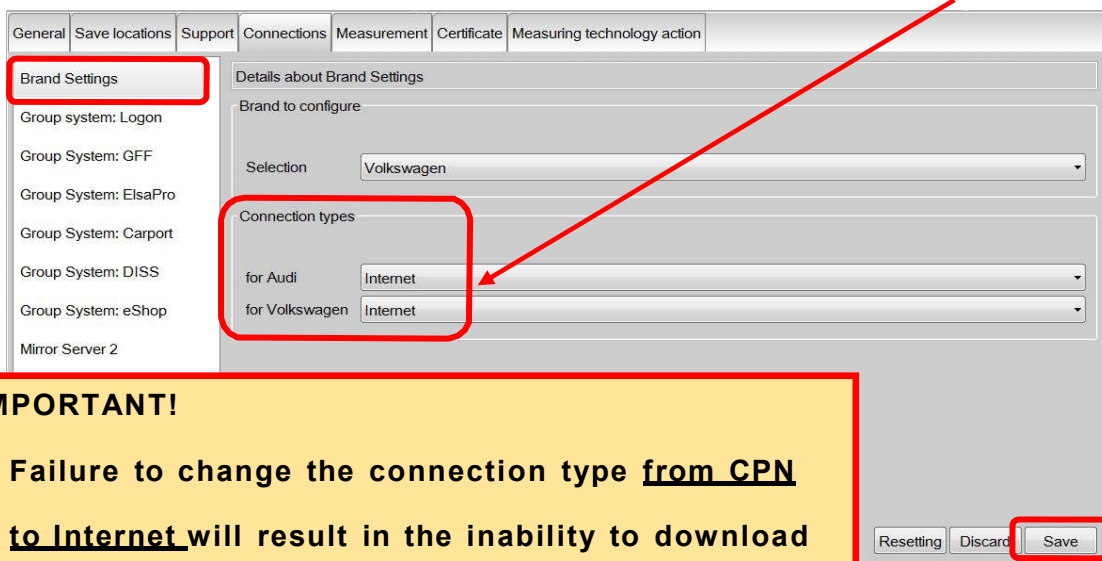
4.2.1 – Brand Settings Data

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:



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



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

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

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

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

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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	Mirror Server URL	https://mirrorserver2.vwhub.com/dav/
Group System: Els...	Mirror Server user	
Group System: Ca...	Mirror Server password	
Group System: DISS	Timeout	
Group System: eS...	Timeout [s]	120
Mirror Server 2		