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.**

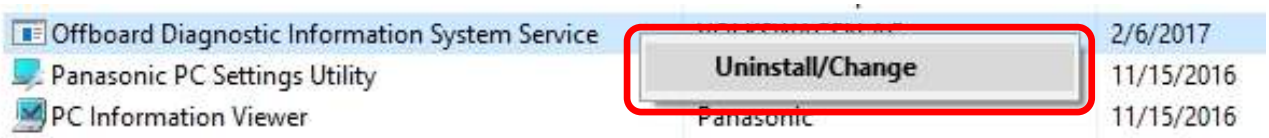
2.0 – Preparation

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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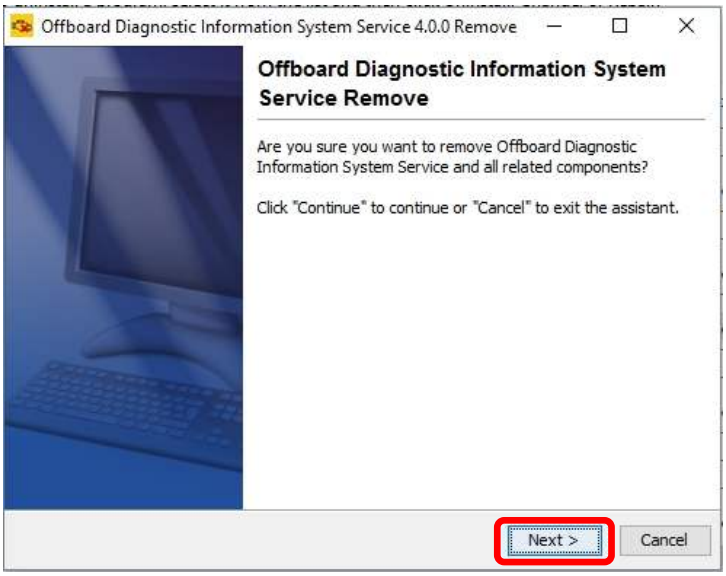
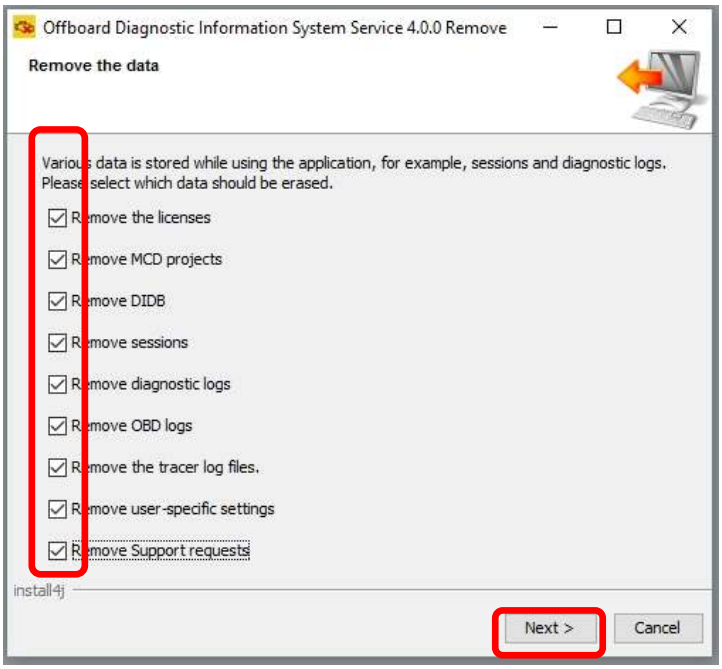
3. Select **Next**:



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



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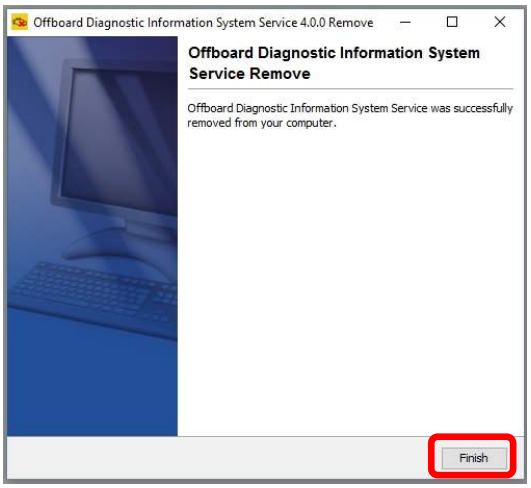
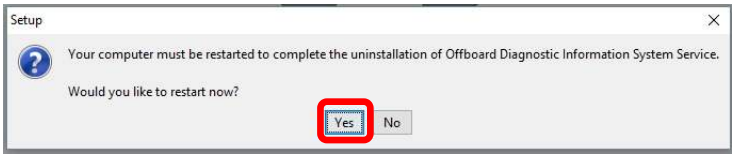
5. **Wait** while several stages of uninstallation take place. Click **Finish . . . Yes:**



. . .



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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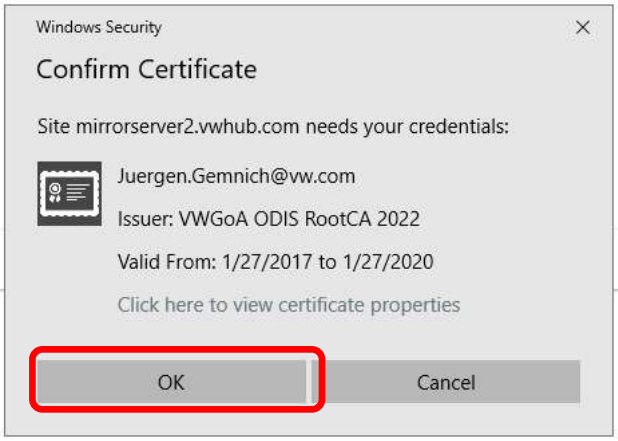
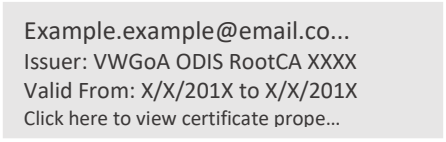
3. Select **OK:**

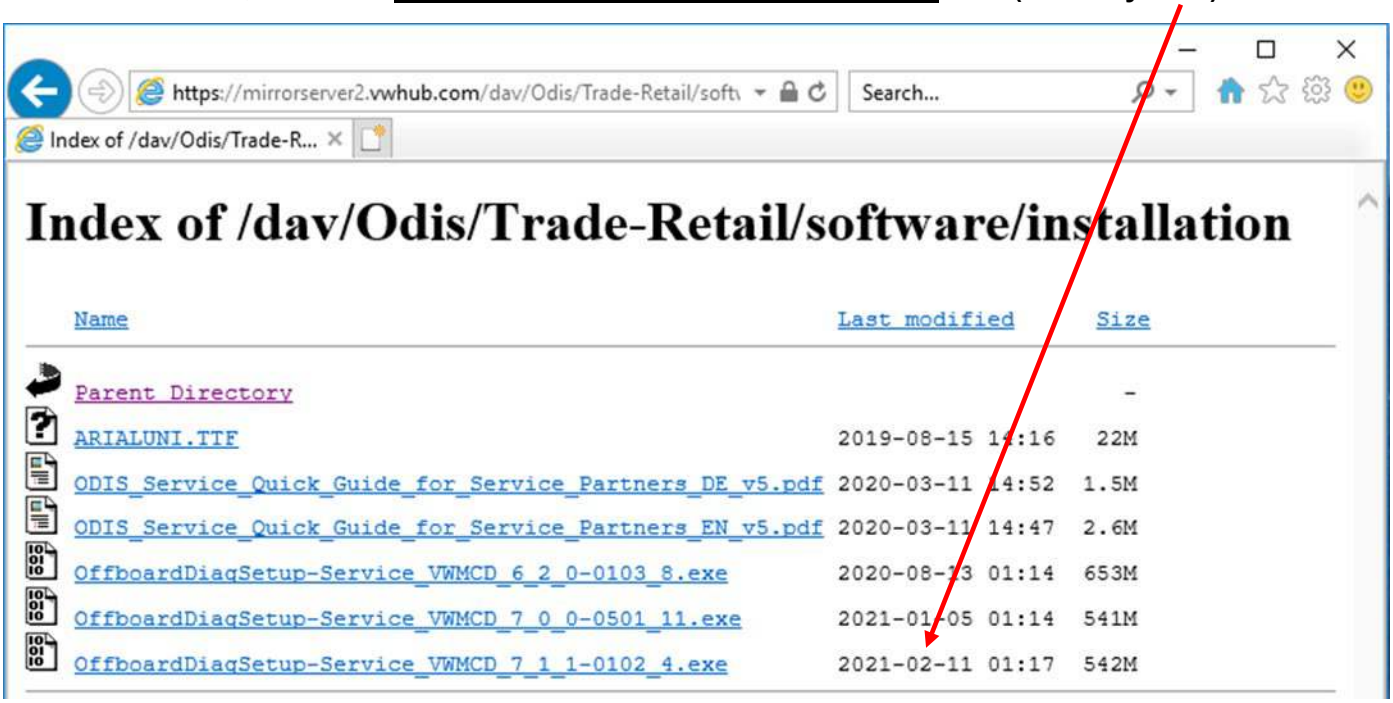


Note:
If multiple certificate confirmation prompts appear, select and confirm the one indicated as:
Issuer: VWGoA ODIS RootCA



4. Navigate through the **web-server Indexes** in the following order:
   - **Odis/**
   - **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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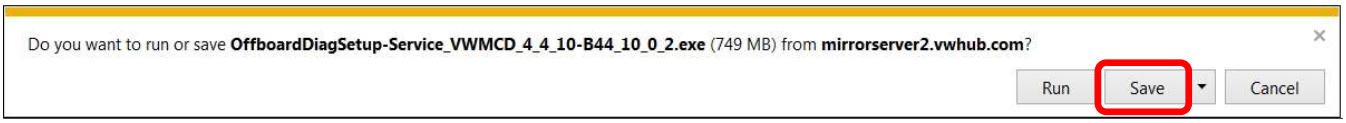
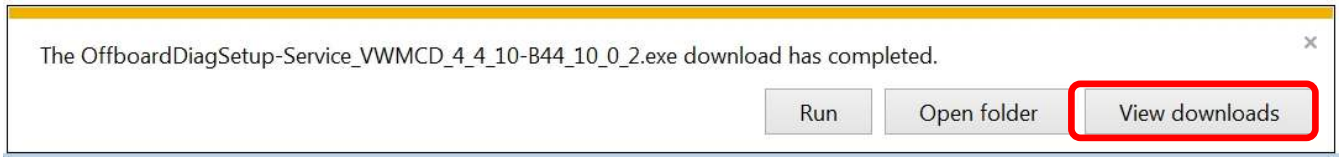
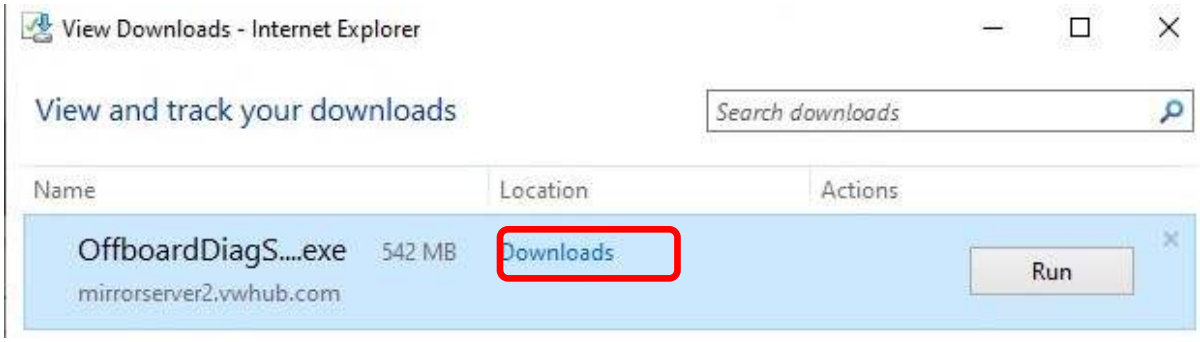
6. Select **Save:** (The file will be saved in the **Downloads** Folder.)



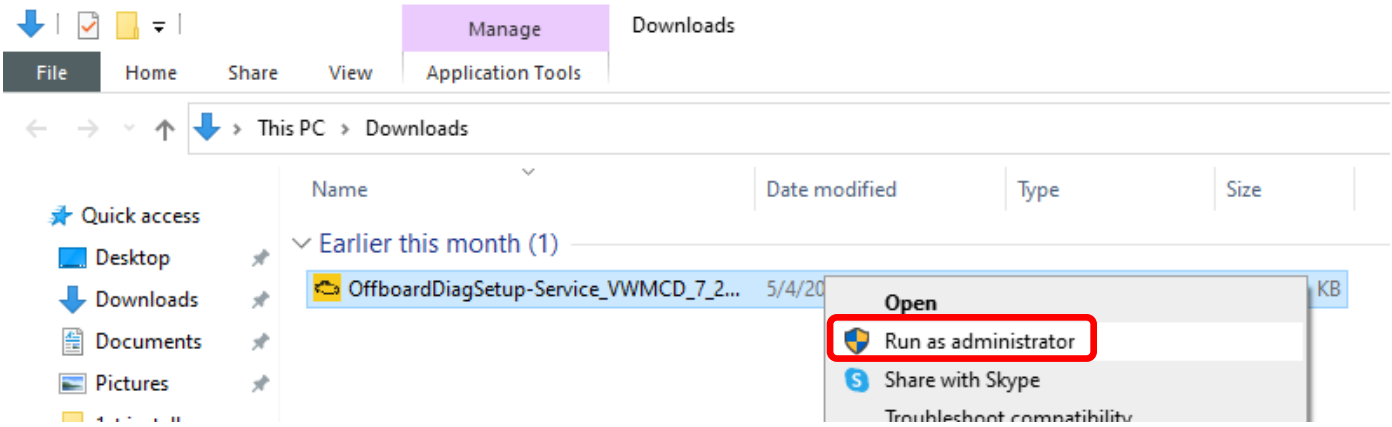
Once the download is complete, select **View downloads:**



7. Select **Downloads:**



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



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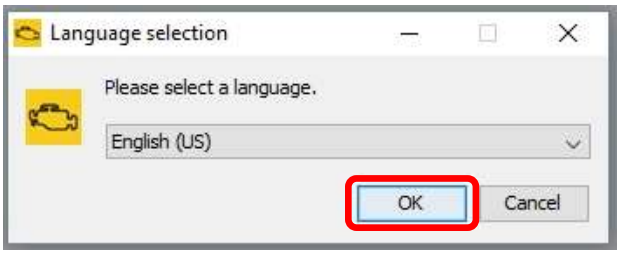
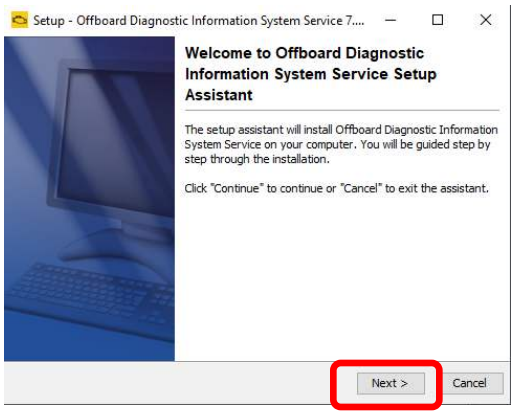
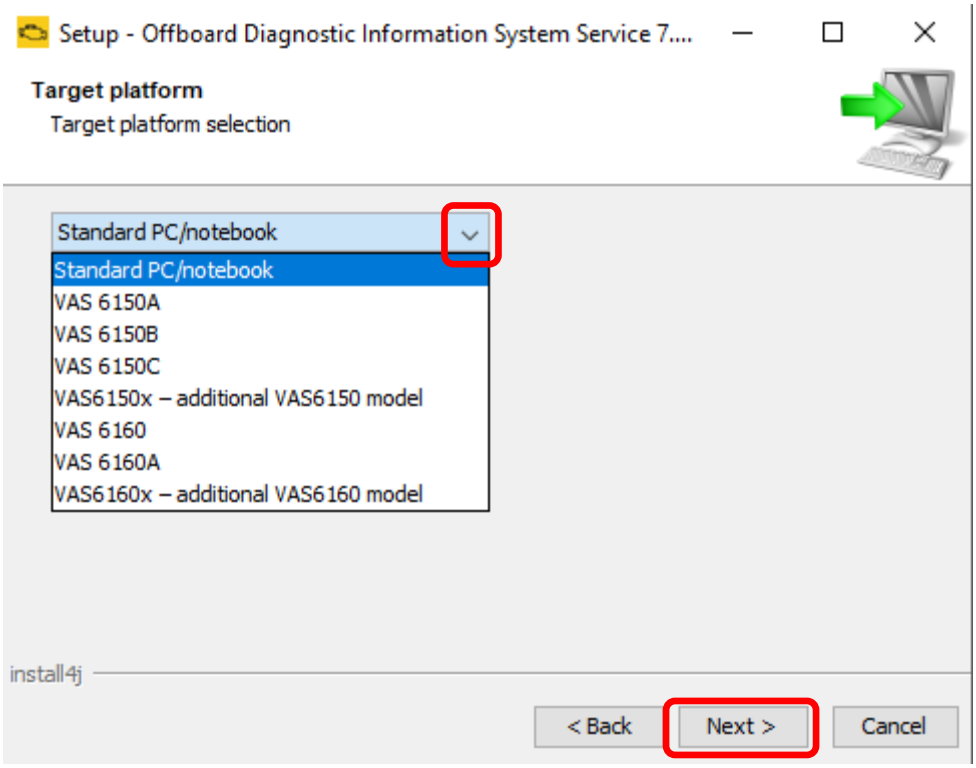
9. Confirm **English (US)** is selected, and then select **OK. . . Next:**





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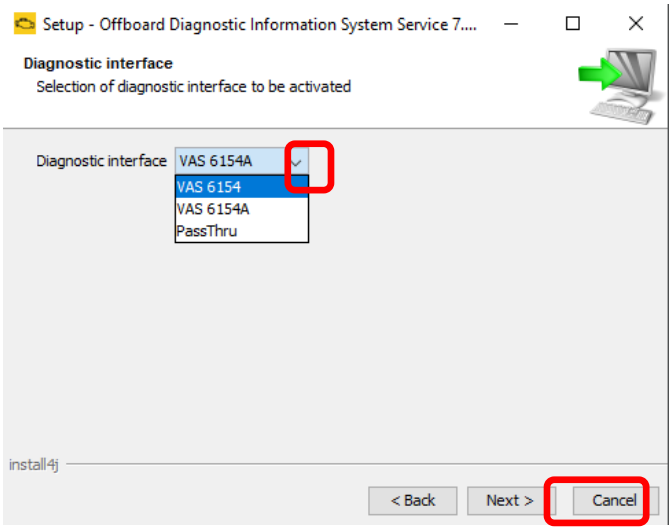
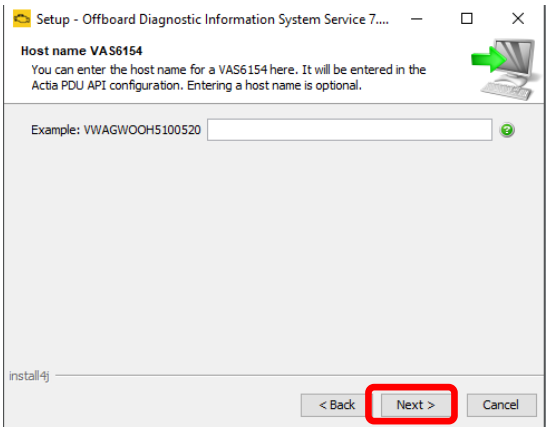
12. Click the **dropdown arrow** to display the **Diagnostic interface menu.**



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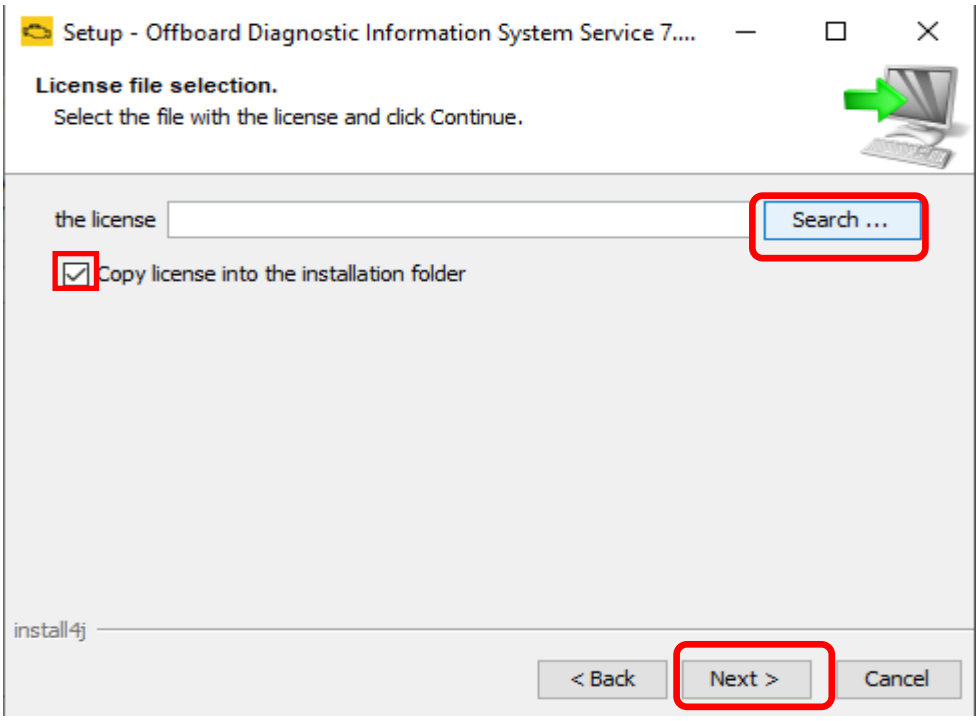
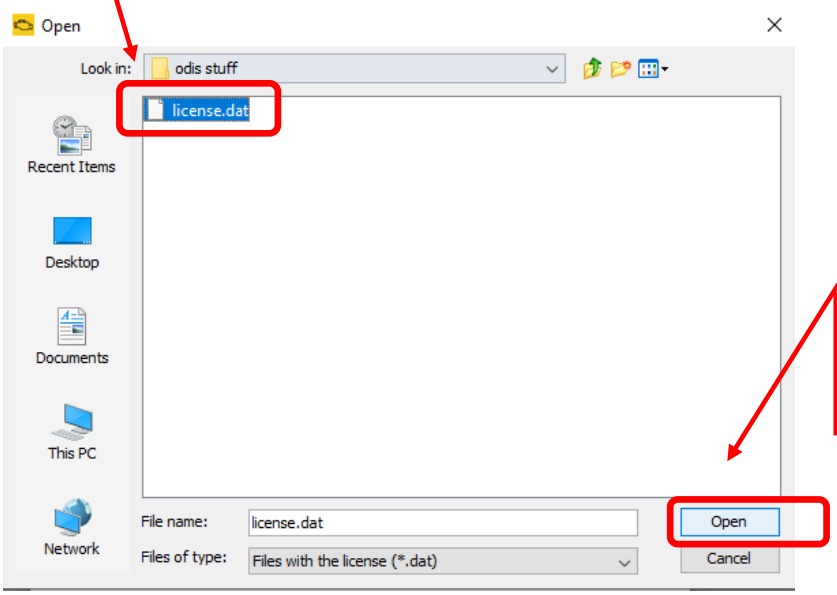
Ensure **Copy license to the license folder** is checked, and then click **Search…:**



12. **Open** the "**device folder"** on the Windows desktop (or alternate location with the saved license file) and **Open** the **"License"** subfolder.
13. **<u>Select / highlight</u>** 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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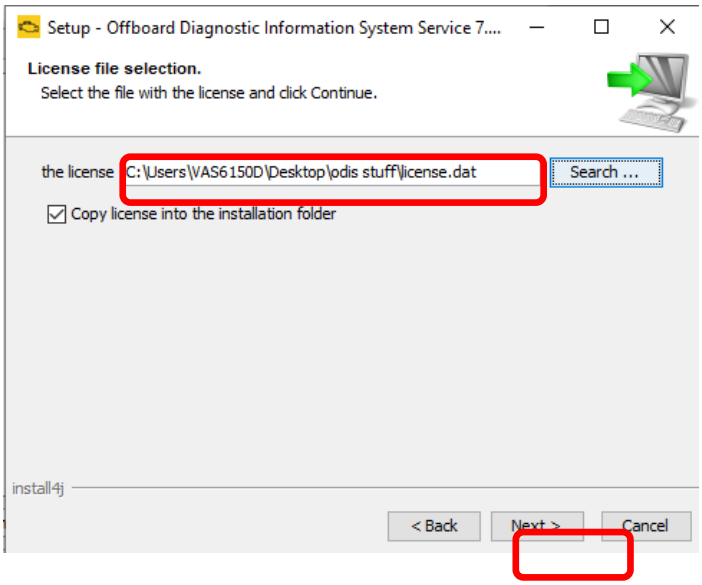
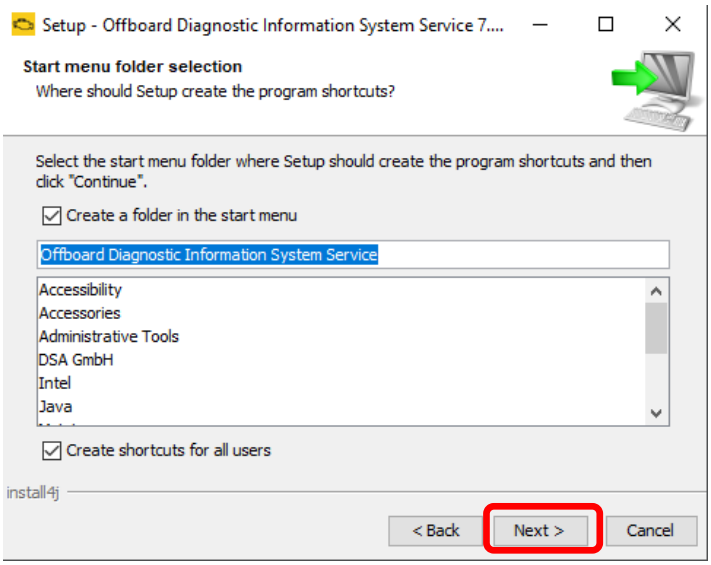
14. Ensure the **license file directory path** appears in the **installation window,** and then **s**elect **Next:**



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



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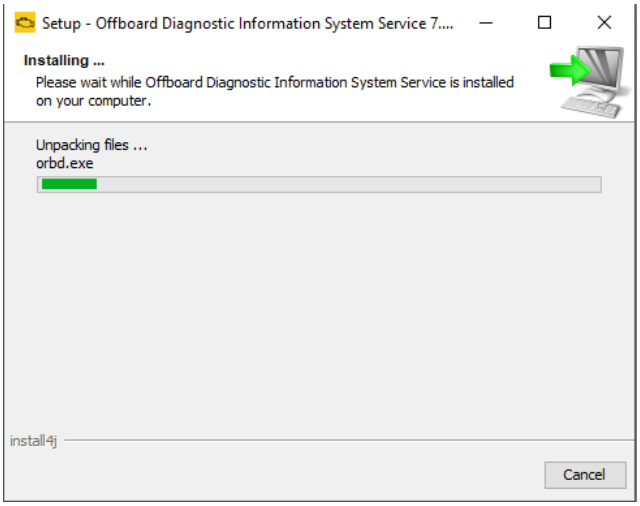
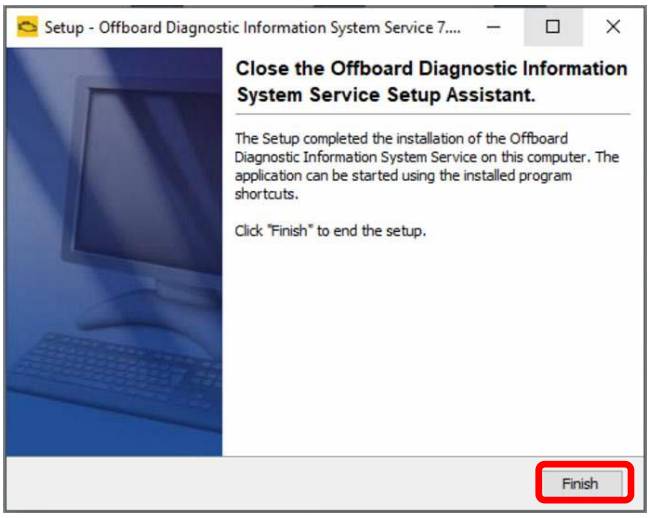
16. **Wait** while several different phases of the installation take place:



17. Click **Finish:**



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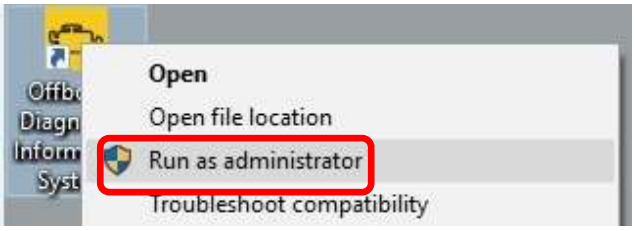
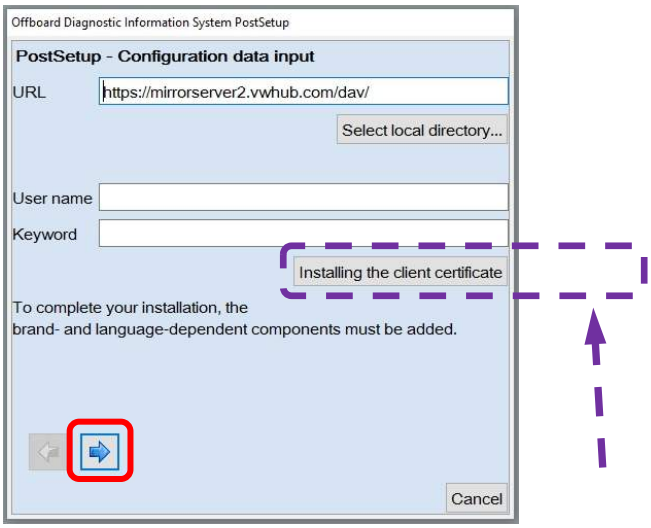
3.2 – Diagnostic Database Download & Installation – “Post-Setup”

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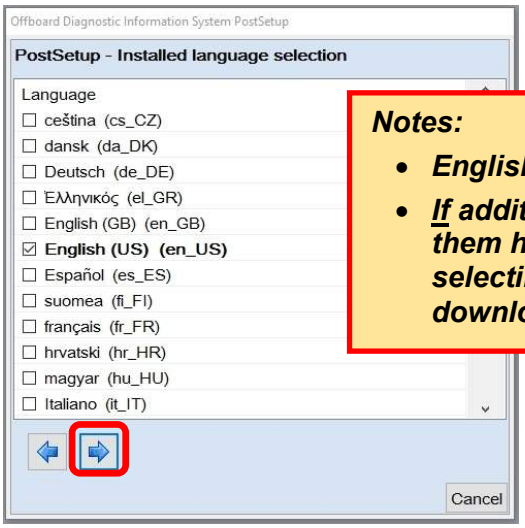
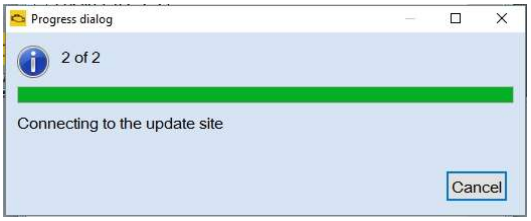
3. Click the **Forward Arrow** button once you select your language(s):



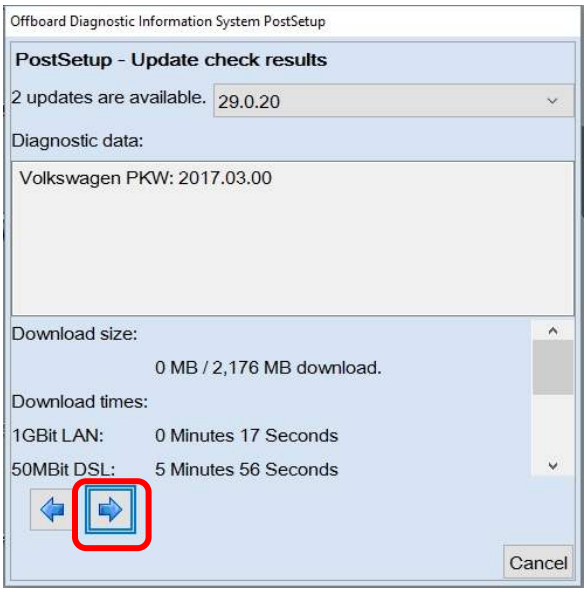
Notes:

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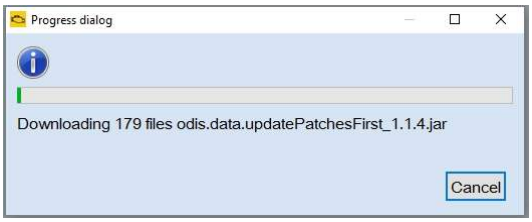
6. **Wait** while the diagnostic data download and installation takes place:



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.

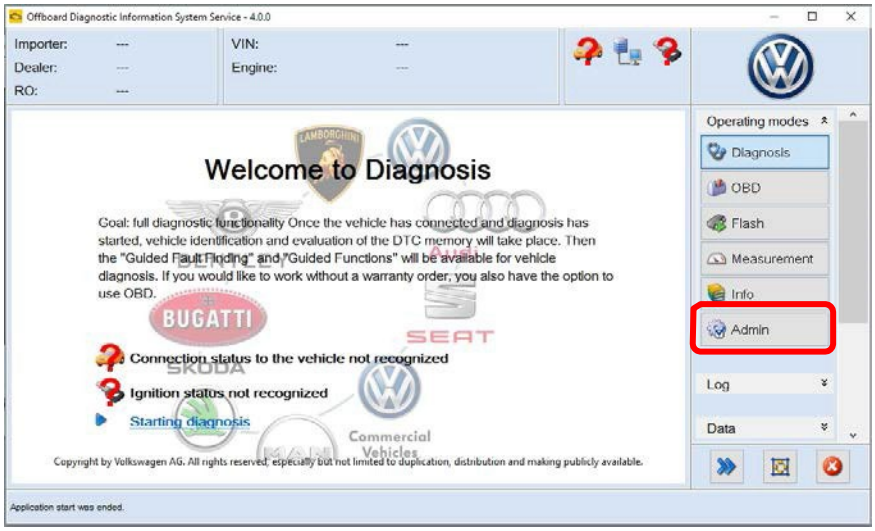
4.0 – Post-Setup Configuration

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:**

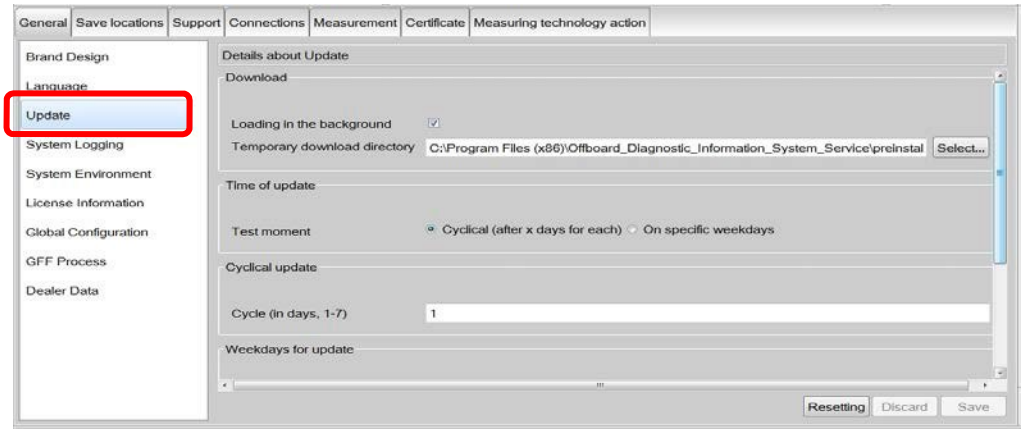


The **General** category tab appears first by default. Available function / configuration subcategories are listed in the left-hand display menu of each tabbed category.

4.1.1 – Update

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

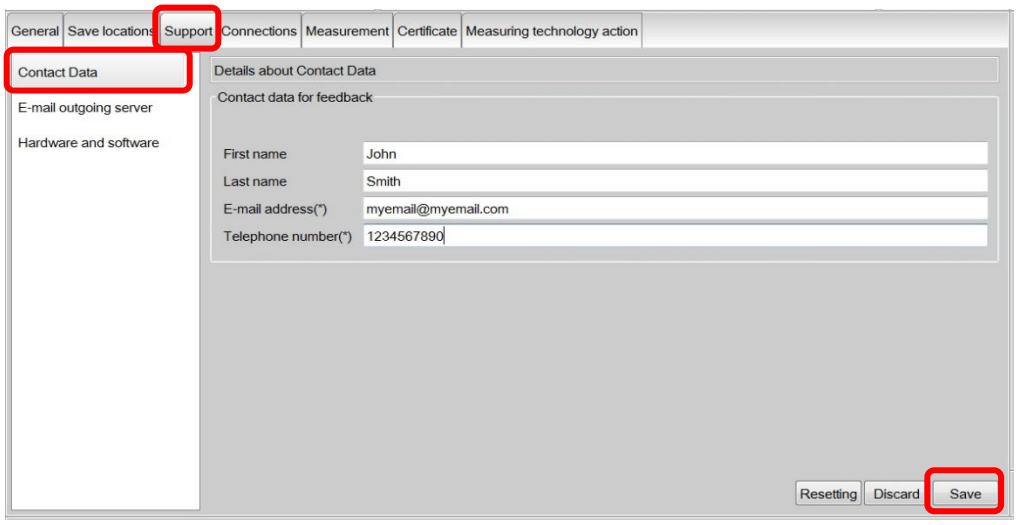
1. Select **Update,** and then review the available update schedule settings:
2. Configure the update **cycle** and **time** appropriate for your facility: Click **Save / Yes:**



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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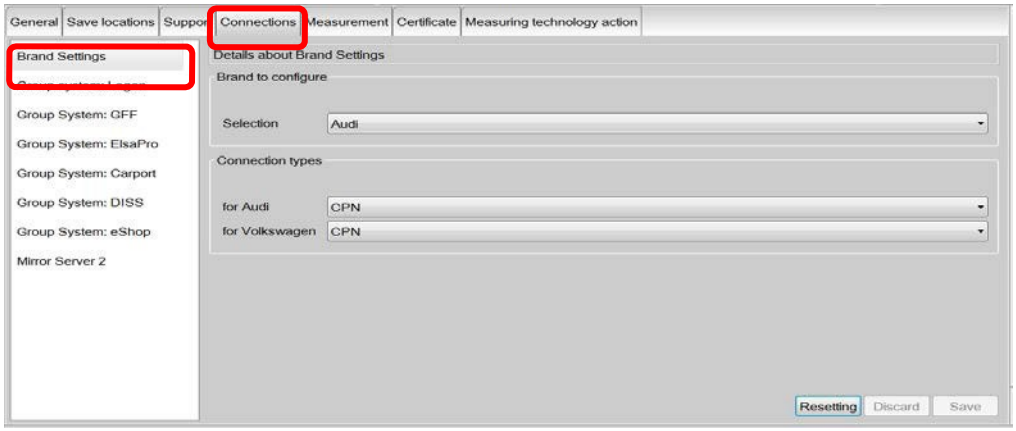
4.2 – Administration - Connections

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

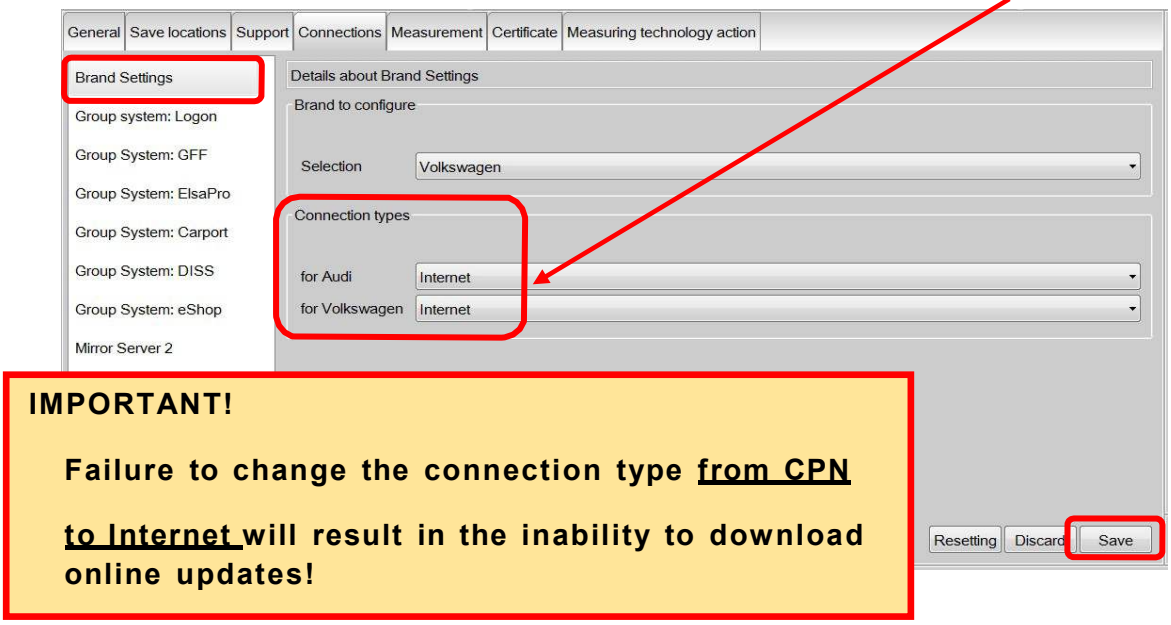
4.2.1 – Brand Settings Data

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:



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



IMPORTANT!

Failure to change the connection type <u>from CPN</u>

<u>to Internet</u> will result in the inability to download online updates!

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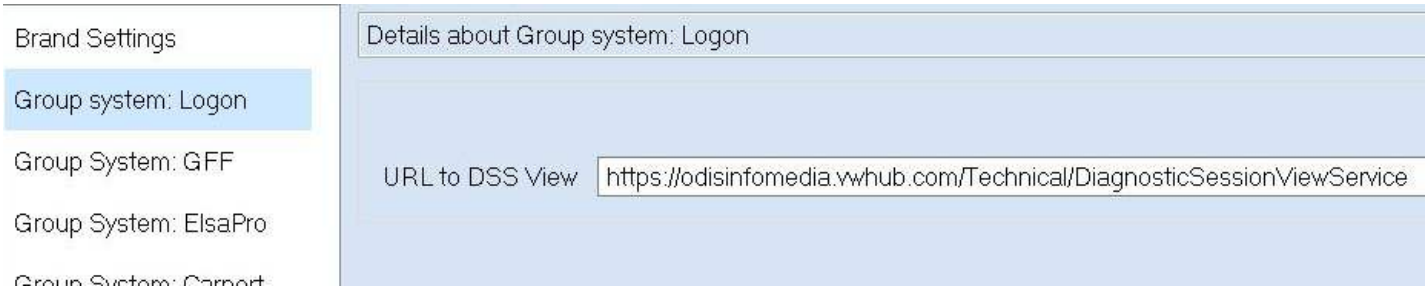
5.0 – Bentley & Lamborghini URL Changes

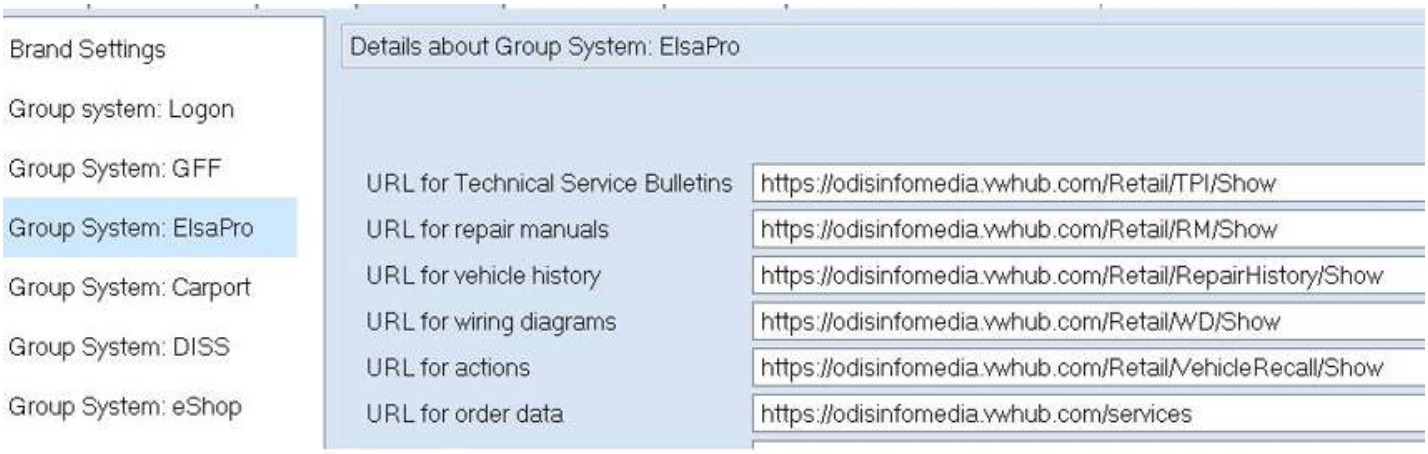
THE REMAINING STEPS ARE FOR BENTLEY& LAMBORGHINI INSTALLATIONS ONLY

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



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





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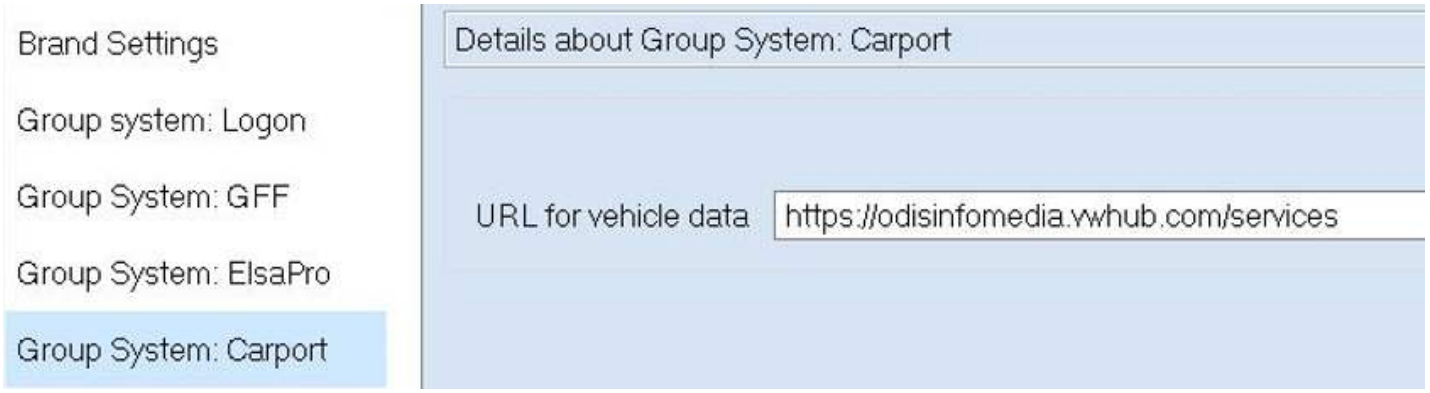
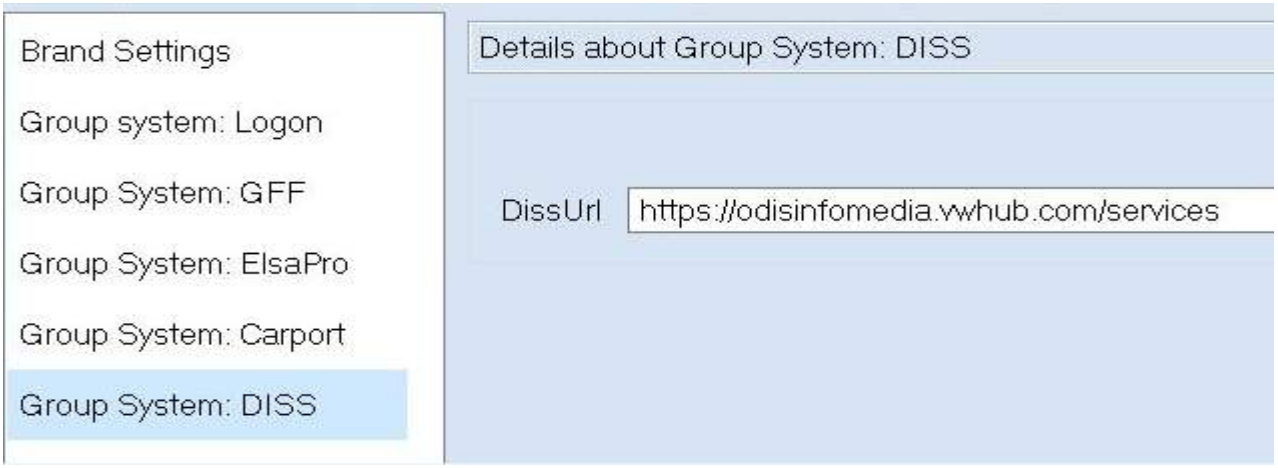
Click on **Admin > Connections > Carport** and ensure the URL match what's below





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



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

