



ODIS Service FAQs

A-ODIS-Service-FAQ-13-04 (07/05/2013)

Functions, Software & Hardware Issues

Note: **New** or **Revised** issues are marked accordingly.

The following prerequisites and FAQs apply to all VAS diagnostic devices unless noted otherwise.

Please confirm the following:

- The device is plugged in to the power adapter or base station (where applicable) and switched on.
- The device battery is fully charged and maintained.
- The device fully boots to the Windows desktop.
- The latest version of ODIS Service is installed on the device. (Please refer to "Current Software Versions" located in Service Net).

Q. We received a new ODIS Service DVD but we haven't installed the previous version on one of our testers. Is it necessary to load the previous version first?

A. No, ODIS V1.2.0 is the latest "Full Installation Version" and it's a prerequisite for any "Update Versions" that may follow until such time that a new "Installation Version" (complete uninstall & reinstall) is required. Always refer to the "Current ODIS Service Version" document located in ServiceNet for the most up to date version information.

Q. How do I configure the Email Outbox server?

A. As each dealership has unique network and email types, we are unable to assist with configuration advice that is specific to your dealership. For information on various configuration options, please refer to Service Information document: "ODIS Service Email Outbox Configurations".

Q. When I first click “Start Diagnostics”, a login screen appears. When I put in my GeKo ID and PW, an error message appears. Do I need a different ID and PW for ODIS Service?

A. No. Click “Cancel” to proceed with diagnosis. The Global User ID prompt at start of diagnosis does not apply to the North American market. Please refer to Service Information document: “Global User ID Prompt at Start of Diagnosis”.

Q. I’m having trouble submitting a paperless GFF log using ODIS Service. What do I need to confirm first?

A. A number of different causes could result in not being able send ODIS Service logs. Use the following checklist:

- Device connected to dealership network (run Internet Explorer to test):
- ODIS Service certificate installed (as per Phase 3 instr.).
- Got to Admin > Connections > Brand Settings section. Ensure that the configuration is set to “Internet”.
- Go to Admin > Connections > Mirror Server 2 configuration section. Ensure that the Mirror Server 2 URL is: <https://mirrorserver2.vwhub.com/dav/> ...and that the Mirror Server user and password entry fields are empty.
- User enters valid GeKo ID and password in the Global User ID and password prompt.

To send a test log: Connect to a vehicle and run a vehicle module scan, then > Admin > Data > Diagnostic log > Send.

Q. After installing ODIS V1.2.0 on my VAS5052A, I receive an error stating **msvcr100.dll** is missing and ODIS Service does not open, or there is no error and ODIS Service does not open. How can I resolve this issue?

A. The file msvcr100.dll is missing from Windows. Please contact Diagnostic Tester Software Support at 888-896-1298 for assistance with the missing file.

Q. When attempting to perform the Postsetup for a complete installation (or reinstallation) of ODIS V1.2.0, I receive an error that no update is available and the postsetup does not start. How do I get the installation to proceed?

A. Ensure that you manually typed in a backslash character (/) to the end of the URL target directory path (as per Phase 2 instructions).

Q. What password do I use to import my ODIS Service Certificate?

A. Use the first 32 alpha-numeric characters (only) of the Hardware ID which you saved during your eShop license request.

New

Q. I receive an error of ODS1003E when performing my online updates. What does this indicate?

A. This error indicates your connection to the Mirrorserver2 has timed out. This is typically due to slow network speed at your location. Please increase the timeout from 5 to 60 seconds under Admin > Connections > Mirror Server 2 configuration section and if possible, hardwire the laptop to your network. If the issue persists, contact your IT personnel at your dealership to see if they can increase the bandwidth. Audi recommends 6 Mbps for a single franchise or 8Mbps if you're a dual franchise.

New

Q. The GFF protocol log I sent from ODIS Service is not showing in GFF Paperless. How can I fix this?

A. If you received a "log was successfully sent" message when sending the GFF log but it's not showing in GFF Paperless, please ensure there are less than 100 characters in the Dealer data field under Admin > General > Dealer data. Having more than 100 characters will cause the GFF log to not show up in GFF Paperless. Typically, the field should only contain your dealer number and name.

New

Q. When I attempt to send my GFF log, I receive an error message of "The current operating mode does not allow the diagnostic protocol to be sent. The system will try again later".

A. This error indicates ODIS Service is in Road Test Mode. Under Extras, select Road test and Cancel Road Test mode.

New

Q. After upgrading to ODIS Service V1.2.0, I receive an error of "Required Java Runtime version 1.7u4 is not found. Do I need to install this Java version?"

A. No. There was an error in the upgrade. Please un-install and re-install V1.2.0

New

Q. Where can I see what Brand Version I have installed?

A. Under Info, Select Versions. The version is listed as didb_GFS-a.en_US: X.XXX.XXXX. **Note: The XXXX indicates the version number which is similar to the old VAS PC Brand update naming convention.** If you have chosen other languages during ODIS Service installation, those will also show. For example, German will be didb_GFS-a.de_US: X.XXX.XXXX.

New

Q. What does the error ODS6501E General Database access error when opening ODIS Service indicate?

A. This usually indicates the database file for the language specified is corrupt. The error will typically indicate a Base-XX_XX code. **XX = the language database file.** If it's something other than en_EN we advise to either ignore the error each time it appears or reload ODIS Service V1.2.0 and ensure you only choose the English language.

New

Q. After upgrading to ODIS Service V1.2.0, I receive an error of "Internal error at 0039C528 - >AOP-10 Unable to continue". Do I need to install this Java version? **Note: The numbers listed in this error will vary.**

A. No. There was an error in the upgrade. Please un-install and re-install V1.2.0

New

Q. How fast of an Internet Connection should I have to allow for smooth online updates?

A. We recommend 6 Mbps for a single franchise or 8Mbps if you're a dual franchise.