



Offboard Diagnostic Information System referred to as ODIS service in the following.

Quick Guide for UMB (v 34.0)

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Introduction

This document describes licence ordering in the erWin portal, the installation of software and diagnostics data (Post-Setup „update“) and the configuration and uninstallation – specifically for independent market participants. In addition, the individual details with regard to obtaining flash data and updates for the ODIS Service diagnostics software are also explained.

You can find further information in the ODIS Service manual. You can find this after installation via a menu option in the Windows start menu.

1 Prerequisites for using ODIS Service

To use the Offboard Diagnostic Information System Service diagnostic software you must be registered in the erWin portal (electronic repair and workshop information) and register with the importer, which may incur further costs. Please contact your local importer for more information. Use the “erWin Info-Tour” menu option in the erWin portal to call up further information about erWin.

ODIS Service is only approved for installation on VAS hardware (VAS 6150 series from Index A or VAS 6160 series). Any installation on different hardware is your own responsibility and is not covered by central user support. It is possible to install ODIS Service on standard laptops or PCs with Windows 7 (64bit) / Windows 10 (64bit). As of ODIS Service 7.0, only installation on Windows 10 is supported.

The diagnostic software can be downloaded via the erWin portal. A free licence and a fee-charging usage authorisation (flat rate) must also be obtained via erWin to be able to use the diagnostics software. These steps are described below in sections 5 and 7.

To use the Bluetooth diagnostic radio head VAS 5054, a Bluetooth module is required (already integrated in all vehicle diagnostic testers). The VAS 5054 can only be used with Windows 7 up to ODIS Service Version 7.0.

The WLAN diagnostic interface VAS 6154 can be used as an alternative.

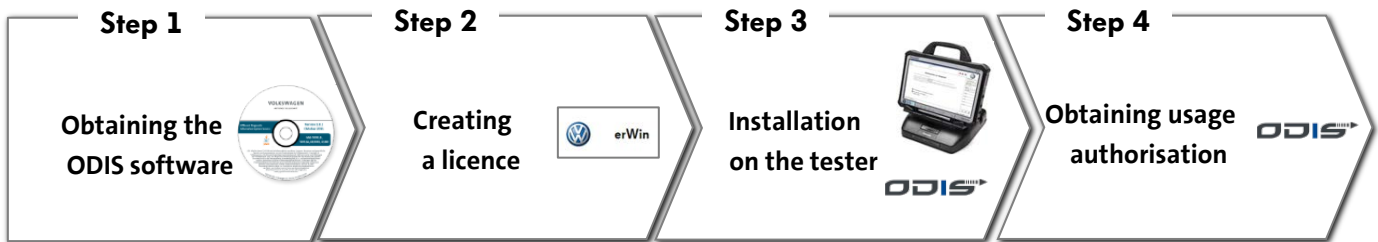
Further information on the original VAS hardware is available in erWin under the *Workshop Equipment* option or from your importer.

In addition to the aforementioned VAS diagnostic interfaces, the Offboard Diagnostic Information System also supports other SAE-J2534-compliant diagnostic interfaces. To put it into operation, the box must be connected to the diagnostic tester via a USB port and the corresponding driver software must be installed before starting ODIS Service. Administrator rights may be required to install the software.

The PassThru devices (VCI) with SAE-J2534 compliant interface that are used must be validated for communication with the ODIS service. To find out if the device you are using has already been validated, ask the support department of the PassThru device manufacturer. ODIS Service cannot guarantee support for non-validated PassThru devices.

2 Overview of the installation process

The installation process is divided into the following steps.



- The diagnostics software is obtained via the erWin portal (see chapter 6.1).
- The diagnostic software can be downloaded from the erWin homepage.
- Prerequisite for obtaining the software is access to the erWin portal.
- A licence file must be created via the erWin portal before installing the diagnostics software (see chapter 5).
- The diagnostics software can be installed after obtaining the software and the licence file (see chapter 6).
- A fee-charging usage authorisation (flat rate) is required to be able to conduct a diagnostics session on a vehicle (see chapter 7).

3 erWin product wizard

You can find the product wizard in the erWin portal. It helps and guides you step-by-step through the data and information that you need when diagnosing a vehicle with the Offboard Diagnostic Information System Service software.

The following steps give examples of screen displays in the Volkswagen erWin portal. The sequence in the other brand portals is the same.

- (1) You need to register first to receive comprehensive access to the erWin portal. If you do not have an erWin username, please first register via the menu option “My erWin” > “Registration”.
- (2) Type in your erWin user name and password.

Volkswagen:
<https://erwin.volkswagen.de>

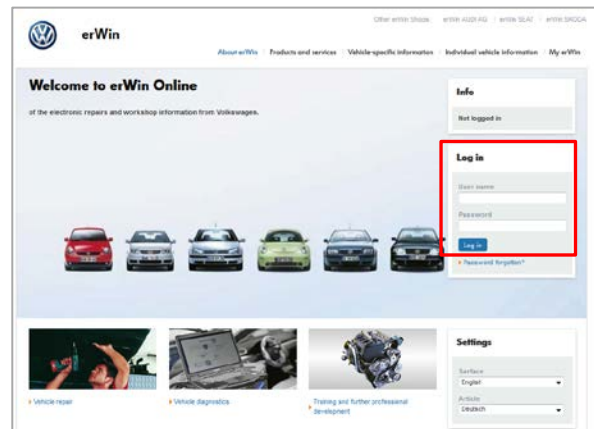
Audi:
<https://erwin.audi.com>

Skoda:
<https://erwin.skoda-auto.cz>

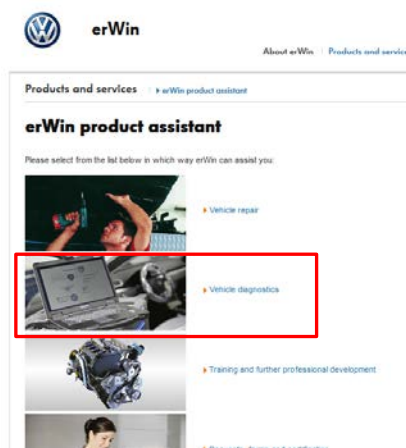
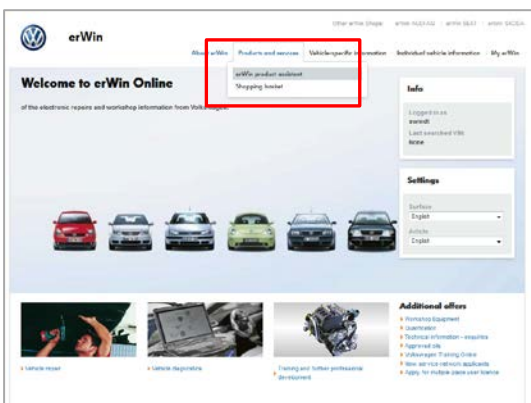
SEAT:
<https://erwin.seat.com>

Bentley:
<https://erwin.bentleymotors.com>

Lamborghini:
<https://erwin.lamborghini.com>



- (3) Select the “erWin product wizard” under the menu option “Products and Services”.
- (4) Click on the “Vehicle diagnostics” option.



(5) Select the prerequisites you already fulfil and click on “Verify requirements”.

(6) You can now select

- Applying for an Org ID and GlobalUserID,
- Obtaining the diagnostics software
- Generating a licence and
- Purchasing usage authorisation (flat rate)

The next steps are described in the following sections.

The screenshot shows the 'Vehicle diagnostics' section of the erWin product assistant. At the top, it says 'Products and services | erWin product assistant'. Below that is the title 'Vehicle diagnostics'. A red box highlights the 'Please select your requirements' section, which contains four checkboxes: 'Diagnostics with a VAS tester', 'Diagnostics with a standard laptop', 'I am already using the Offboard Diagnostic Information System software', 'I want to perform security-relevant tasks', and 'I already have an OrgID/Global User ID'. At the bottom of the red box are three buttons: 'Verify requirements', 'Reset the form', and 'Return to product assistant'.

The screenshot shows the 'Check requirements' screen. At the top, it says 'Check requirements'. Below that is a grey box with the text: 'You have to fulfil the following requirements: Hardware for connection to the laptop: VAS 6154 (WLAN), VAS 5054 (radio), VAS 5055 (cable), PassThru-Box'. Below this is another red text box: 'You require the Offboard Diagnostic Information System software Please generate an Offboard Diagnostic Information System licence'. The main area contains a list of requirements with corresponding buttons and checkboxes: 'Request OrgID' with a 'Request OrgID/Global User ID' button and a checked checkbox; 'Required for work on the laptop' with an 'Offboard Diagnostic Information System Service software' button and an unchecked checkbox; 'Required for work on your hardware (Not possible without OrgID)' with a 'Generate licence' button and an unchecked checkbox; and 'Required for the diagnostics (Use requires OrgID and licence)' with a 'Purchase flat rate' button and an unchecked checkbox. At the bottom is an 'Exit product assistant' button.

4 Notes on the OrgID/Global User ID

The Org ID is a company-related ID. It is required at several points in the erWin portal, e.g. to order a licence file or when purchasing usage authorisations (flat rates) for the diagnostics software.

The Org ID is composed of the two-character ISO country code (e.g. “DE”), the five-digit partner number (e.g. “12345”) and a brand code (e.g. “C” for Skoda). You obtain this data from your importer.

For the other brands, the brand code can have the following values:

- “V” for the Volkswagen brand
- “A” for the Audi brand
- “C” for the Skoda brand
- “S” for the Seat brand
- “E” for the Bentley brand
- “L” for the Lamborghini brand

If the Volkswagen Passenger Cars, Volkswagen Commercial Vehicles and Audi brands are present, the brand code is “0” (zero).

Examples of valid Org IDs are:

- DE12345S: German company with the partner number 12345 and brand right for Seat.
- AT543210: Austrian company with the partner number 54321 and the brands Volkswagen Passenger Cars and/or Volkswagen Commercial Vehicles and/or Audi.
- BE999990: Belgian company with the partner number 99999 and the brands Volkswagen Passenger Cars and/or Volkswagen Commercial Vehicles and/or Audi.

4.1 Applying for an OrgID/Global User ID

- (1) Carry out steps (1) to (6) from chapter 3.

You then return to the overview at the side.

Select “Apply for OrgID/Global User ID” here.

Voraussetzungen prüfen

Sie müssen folgende Voraussetzungen erfüllen:

Hardware zur Verbindung mit dem VAS-Tester:
 VAS 6150: VAS 6154, VAS 5054A, VAS 5055, PassThru-Box
 VAS 6160: VAS 6154, VAS 5054A, VAS 5055, PassThru-Box

Hardware zur Verbindung mit dem Laptop:
 VAS 6154 (WLAN), VAS 5054A (Funk), VAS 5055 (Kabel), PassThru-Box

Sie benötigen die Offboard Diagnostic Information System-Software
 Bitte generieren Sie eine Offboard Diagnostic Information System-Lizenz
 Für die Offboard Diagnostic Information System Diagnose benötigen Sie eine OrgID und eine Global User ID

OrgID beantragen **OrgID/Global User ID beantragen**

Benötigt für die Arbeit am Laptop **Offboard Diagnostic Information System Service Diagnose-Software**

Benötigt für die Arbeit auf Ihrer Hardware (Nicht möglich ohne OrgID) **Lizenz generieren**

Benötigt für die Diagnose (Ohne OrgID und Lizenz nicht nutzbar) **Flotrate kaufen**

Produktassistenten beenden

Für Experten: [Alle Produkte anzeigen](#)

- (2) Complete the form for requesting an OrgID/Global User ID.

Check that all the information has been entered correctly and click “Request”.

Note:

Applications for the OrgID/GlobalUserID are subject to payment in some markets. For more information, contact the local importer.

OrgID/Global User ID beantragen

Die Beantragung der OrgID/GlobalUserID ist teilweise kostenpflichtig.

Kundenart * Firma Weiterbildungseinrichtung Amt / Behörde

USL-ID *

Firma *

rechtliche Firmierung *

Ansprechpartner *

Strasse *

PLZ, Ort *

E-Mail *

Telefon *

Fax *

Land *

Alle mit * markierten Felder sind Pflichtfelder.

Beantragen **Zurücksetzen**

- (3) You will soon receive further information and forms from your importer.

OrgID/Global User ID beantragen

Ergebnis Antrag für Kundennummer für Workshop Equipment und Qualifikationsmodule

Vielen Dank für Ihr Interesse. Sie bekommen in Kürze Ihre beantragte Kundennummer und weitere Informationen zu Bestellungen.

[Zurück zum Produktassistenten](#)

5 Creating a licence in the erWin portal

A licence file is required to install and use the diagnostics software on a tester. This licence file is bound to one or more testers in a company. For this, you need to read out the unique hardware key for the respective device. In addition, the licence file contains information on which Volkswagen Group brands the diagnostics software can be used for.

The licence file can be obtained via the erWin portal free of charge. The following steps are required for this:

- (1) Prerequisite for ordering a licence is opening up the erWin portal, logging in and calling up the erWin product wizard. Complete steps (1) to (6) from chapter 4 to do this.

A further prerequisite is that an Org ID is available and this has been entered into the product wizard (see step (5) in chapter 4).

- (2) Click on “Generate Licence” in the product wizard.

Check requirements

You have to fulfil the following requirements:
 Hardware for connection to the laptop:
 VAS 6154 (WLAN), VAS 5054 (radio), VAS 5055 (cable), PassThru-Box

You require the Offboard Diagnostic Information System software
 Please generate an Offboard Diagnostic Information System licence

Request OrgID	Request OrgID/Global User ID	<input checked="" type="checkbox"/>
Required for work on the laptop	Offboard Diagnostic Information System Service software	<input type="checkbox"/>
Required for work on your hardware (Not possible without OrgID)	Generate licence	<input type="checkbox"/>
Required for the diagnostics (Use requires OrgID and licence)	Purchase flat rate	<input type="checkbox"/>

Exit product assistant

- (3) Click on the “Hardware ID Generator” link.

- (4) Click on “Run”. As an alternative, you can click on “Save” (blue box) to download the program onto a USB stick and run it on another tester. You thus avoid having to open the erWin portal page with every device.

Important:

You must create a separate hardware key for every tester on which ODIS Service is to be installed.

Generate Offboard Diagnostic Information System licence

In order to perform tasks in the Offboard Diagnostic Information System environment, you also require an additional Offboard Diagnostic Information System licence. Please follow these steps:

- You possess the software “Hardware ID Generator”. If not then please download here and install **Hardware ID Generator**
- You have already generated a hardware ID (HID) per PC. If not then please generate an HID per PC by using the hardware ID generator and running it on each PC.
- Please generate a licence for all hardware IDs and PCs. Enter the generated hardware IDs to generate the licence.

Org ID:

Hardware ID:

Generate licence ▶ No, return to selection

For experts: ▶ Alle Produkte anzeigen

Offboard Diagnostic Information System Lizenz generieren

Dateidownload - Sicherheitswarnung

Möchten Sie diese Daten speichern oder ausführen?

Name: HardwareInfo_de_DE.exe
 Typ: Anwendung, 80,9 KB
 Von: www.vw-erwin.com

Ausführen **Speichern** **Abbrechen**

Org ID:

Hardware ID:

Lizenz generieren ▶ Nein, zurück zur Auswahl

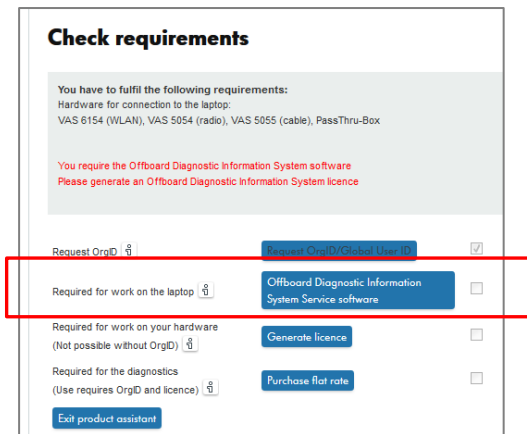
For Experts: ▶ Alle Produkte anzeigen

6 Installation

6.1 Starting installation

- (1) Perform steps (1) to (6) from chapter 4.

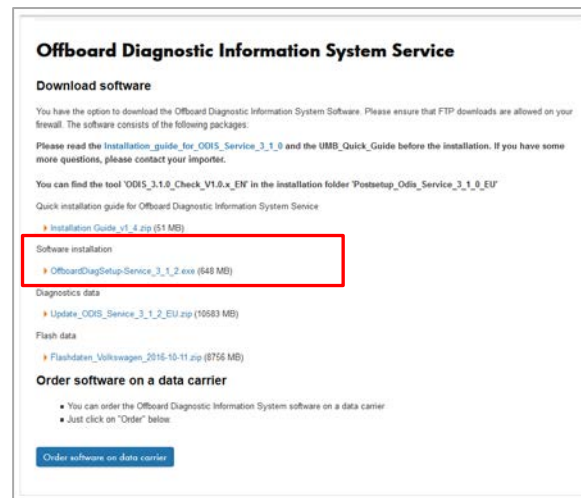
In the product wizard, click on the item “Offboard Diagnostic Information System Service software”.



- (2) Click on “OffboardDiagSetup-Service_X_X_X.exe” to download the installation file for the diagnostics software. Save the file to the desktop.

Note:

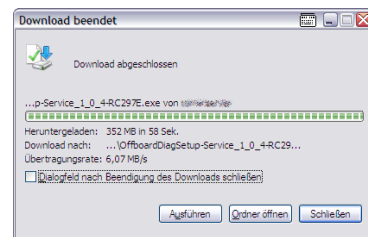
The exact file name may differ from the name stated in the erWin portal.



- (3) The installation file is downloaded.



- (4) Wait for the file download to complete.



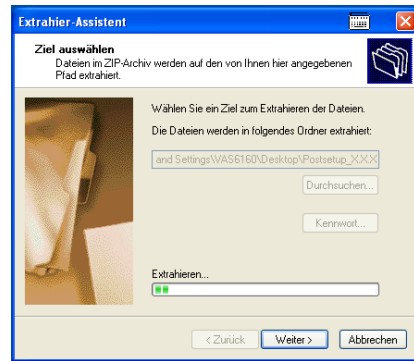
- (5) Click on the link “update_X.X.X.zip” to download the diagnostics data. Save the file to the desktop.

- (6) The file with the diagnostics data is downloaded. Wait for the download to complete.

- (7) Right-click on the file “update_X.X.X.zip” on your desktop. In the menu select “Extract All...”.



- (8) Confirm the welcome dialogue and the following dialogue by clicking “Next”. The diagnostics data is unpacked. This process can take a few minutes. Wait for unpacking to complete.



- (9) You can begin with the installation of the diagnostics software. Double-click on the file “OffboardDiagSetup-Service_X_X_X.exe” on your desktop.



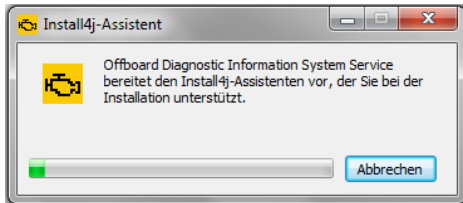
- (10) If a security warning appears, click on “Run”.



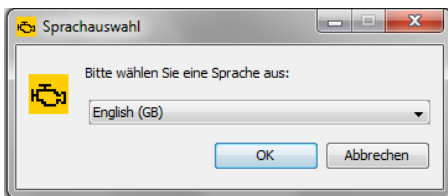
- (11) Continue with step (1), chapter 6.2.

6.2 Installation of the diagnostics software

- (1) The installation starts.



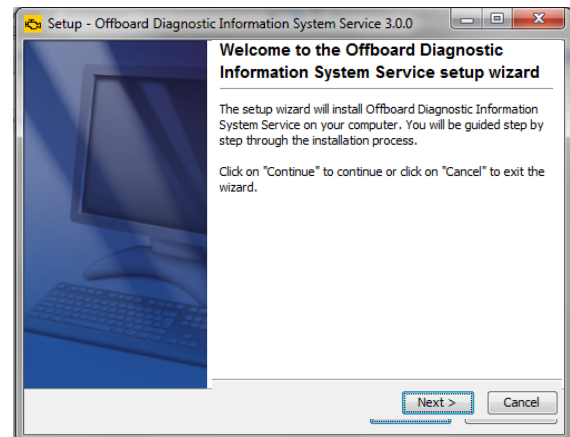
- (2) Select the **installation language**.



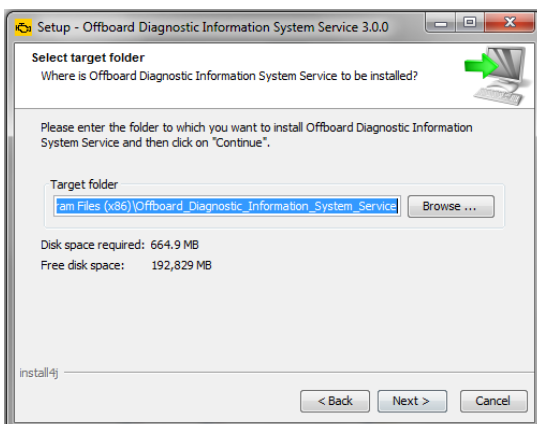
Please note:

For Lamborghini, the installation language "English GB" must be selected.

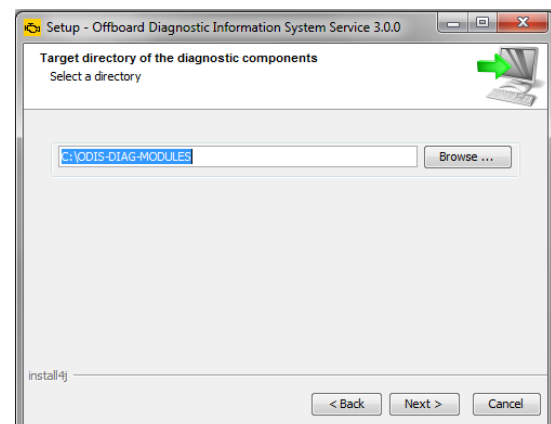
- (3) The setup wizard starts. Click on "Next".



- (4) Select the target folder for the software installation. Please note that more memory space is required to install the diagnostics data (Post-Setup „update“).



- (5) Select the target directory for the installation of the diagnostic components. Click on "Next".



(6) Select the target platform on which the diagnostics software is to be installed.

(7) Select the diagnostic connection you are using with the tester.

Example:



VAS 5054A* – Bluetooth



- VAS 5055* – USB port

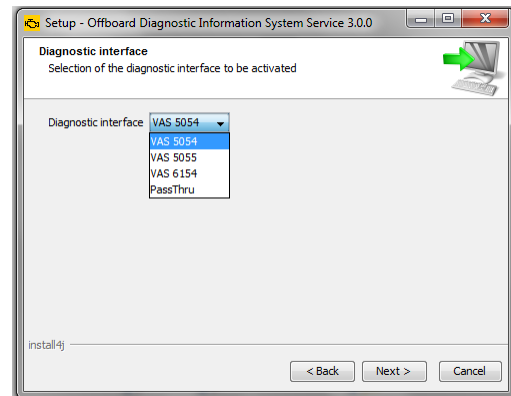
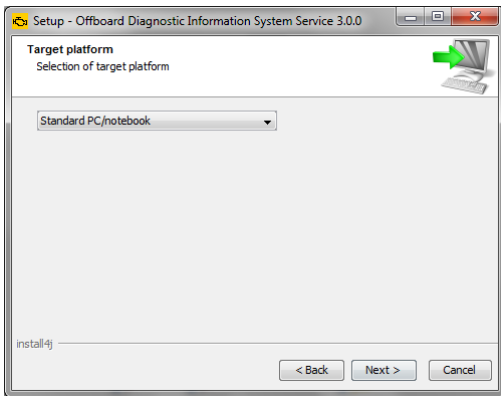


- VAS 6154 – Wi-Fi-enabled

- VAS 6154A Wi-Fi enabled

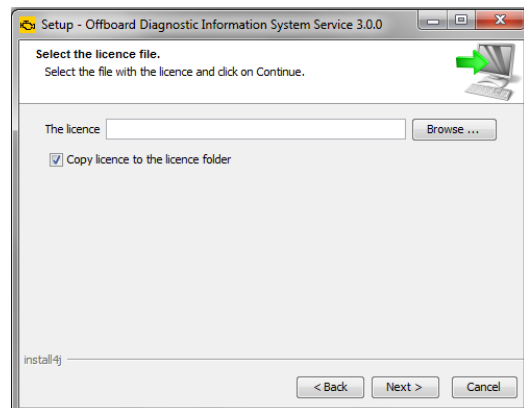
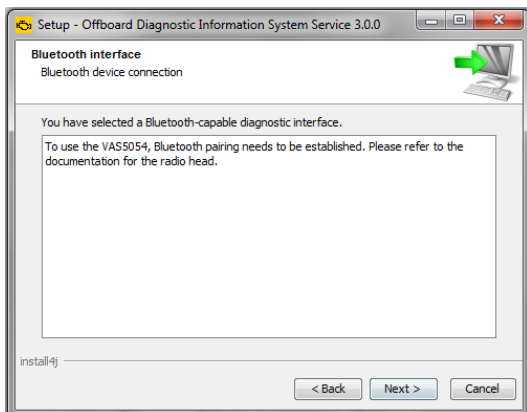
- PassThru (as per SAE J2534)

* Note that the VAS 5054A and VAS 5055 are not supported by Windows 10. ODIS service 7.0 will no longer support Windows 7

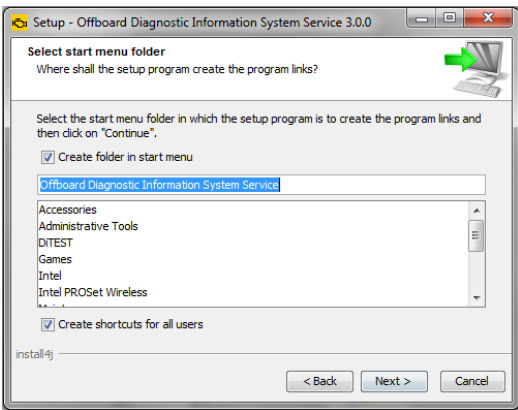


(8) If you are using a Bluetooth interface, the Bluetooth device can be connected to the tester now or after the installation. Instructions on configuring Bluetooth pairing are available in the VAS 5054 manual.

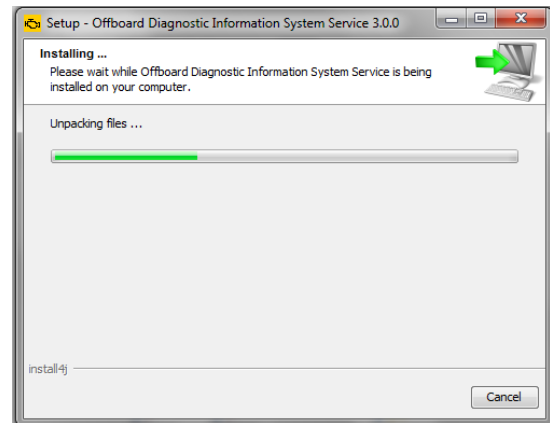
(9) In step (10), chapter 5, you received and saved a licence file. Now, click on “Browse” to select this licence file. Select “Copy licence to the licence folder” and then click on “Next”.



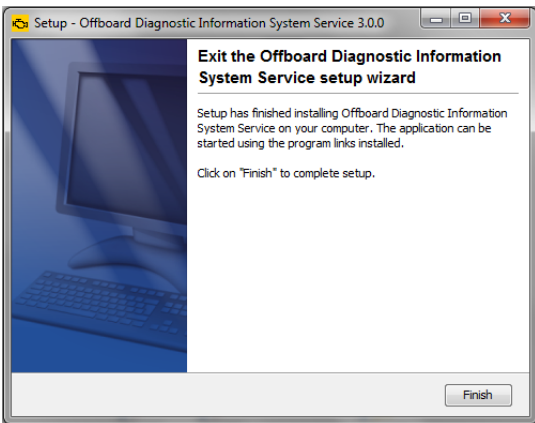
(10) Select the start menu folder.



(11) Wait until the installation is finished.



(12) Click on "Finish" to complete setup. You can continue with the installation of the diagnostics data (Post-Setup „update“) (chapter 6.3).



6.3 Installation of the diagnostics data (Post-Setup „update“)

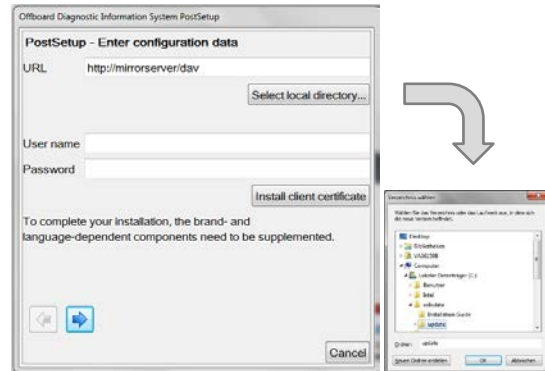
The Post-Setup process installs diagnostic data based on the selection made during the installation (e.g. language/licence information). The Post-Setup process starts automatically the first time the diagnostics software is started.

Note:

The information saved in the licence file determines for which brands the diagnostics software can be used. Expanding the licence with other brands after installation requires the software to be reinstalled with the new, expanded licence file. Please also observe the notes on licence creation in section 5.

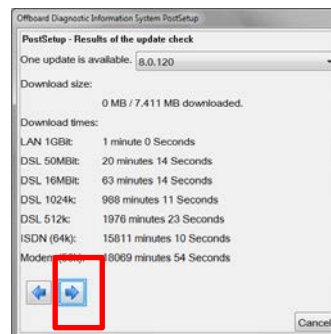
- (1) Start the diagnostics software by right clicking the icon on the desktop and choose “Run as administrator”.
- (2) Click on “Select local directory...” and select the “Update” folder on your desktop or (c:\odisdata\update\) from the directory of the installation data unpacked from the DVDs previously. Confirm the dialogue with “OK”. Ignore any URL that might be specified.

Important: Start ODIS by right-clicking on the icon and then select “Run as administrator”.



- (3) Click on the forward arrow. 

- (4) Select the languages to be installed on your tester.
- (5) The summary of the update download is displayed again. Click on the “forward arrow” button.

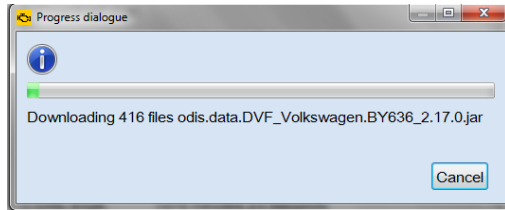


Please note:

For Lamborghini, only the following languages are available: Italian, German, Chinese, Japanese, Russian.

(6) The update is installed. Please note that this may take some time.

(7) After the installation, the diagnostic software starts automatically. If not, re-open the program.



7 Obtaining usage authorisation (flat rate)

After successfully installing the diagnostics software, a fee-charging usage authorisation (flat rate) must be purchased so that vehicles can be diagnosed.

The flat rate is obtained via erWin.

- (1) To purchase a flat rate you must open the erWin portal, log in and call up the erWin product wizard. A further prerequisite is that an Org ID is available and this has been entered into the product wizard (section 4.1).
- (2) In the product wizard, click on “Purchase flat rate”.

Check requirements

You have to fulfil the following requirements:
 Hardware for connection to the laptop:
 VAS 6154 (WLAN), VAS 5054 (radio), VAS 5055 (cable), PassThru-Box

You require the Offboard Diagnostic Information System software
 Please generate an Offboard Diagnostic Information System licence

Request OrgID Request OrgID/Global User ID

Required for work on the laptop Offboard Diagnostic Information System Service software

Required for work on your hardware (Not possible without OrgID) Generate licence

Required for the diagnostics (Use requires OrgID and licence) Purchase flat rate

Exit product assistant

- (3) Select the flat rate with the desired run time and enter your Org ID. Click “Add access to shopping basket”.
 - (4) The flat rate is added to your shopping basket as an item. Read and confirm the general terms and conditions and click “To the checkout”.
- Complete the payment procedure.

Offboard Diagnostic Information System Service Flat rate

You receive access to perform activities in the Offboard Diagnostic Information System diagnostics environment:

- Vehicle diagnostics
- Safety-related work
- Simultaneous working with multiple users

erWin helps in the diagnosis of vehicles using the necessary software and data. You will receive detailed instructions on how a vehicle must be repaired.

erWin also offers you additional flat rates with varying ranges of functions. You have the option to choose these in a product comparison according to your needs.

[Start product comparison](#)

The access to perform activities in the Offboard Diagnostic Information System area incurs a fee and can be booked for fixed periods of time (flat rates). During the running time of your access, you have the option to perform diagnostic operations on vehicles using the Offboard Diagnostic Information System.

The flat rate starts upon beginning a diagnostic session. It cannot be interrupted and will end with the expiry of the purchased running time. This session can end when the current term of the flat rate finishes during a diagnostic session.

Access for... 1 hour (19,00 €) 1 day (29,00 €) 7 days (110,00 €) 30 days (210,00 €) 365 days (1.790,00 €)

Volkswagen OrgID

Add access to shopping basket

Shopping basket

Electronic documents	Price for one item	VAT	Quantity	Price
VW Offboard Diagnostic Information System flat rate 1 hour - OrgID	10,00 €	19,00%	1	10,00 €
Current credit				0,00 €
Subtotal				10,00 €
Debit				10,00 €
VAT 19,00%				1,90 €
Total (including VAT)				11,90 €

I accept the general business terms and conditions from erWin online

To the checkout

- (5) After finalising the purchase, the flat rate is displayed under “My erWin” > “Purchase history”. You can now start diagnosing vehicles.

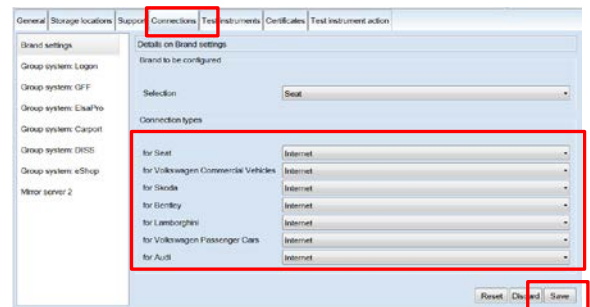
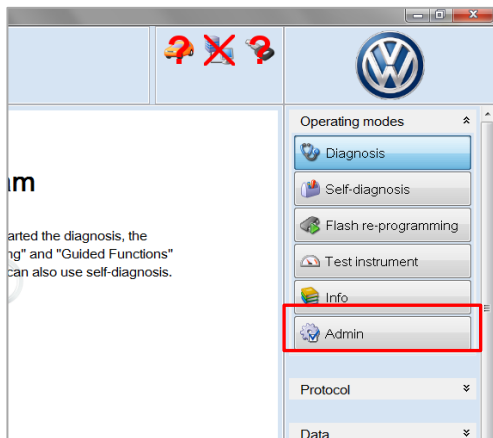
You can find further information in the ODIS Service Diagnostics Software manual. You can find the manual in the start menu under “Programs” > “ODIS Service” > “Manuals”.

8 Diagnostics software configuration

8.1 Connection configuration

If, as an independent workshop, you do not have access to Volkswagen AG's Central Partner Network (CPN), the diagnostics software has to be configured to use Internet connections.

- (1) Start the ODIS Service diagnostics software and switch to "Admin" mode.
- (2) Change to the "Connections" tab and change the connection type for all licensed brands to "Internet". Then click on "Save".

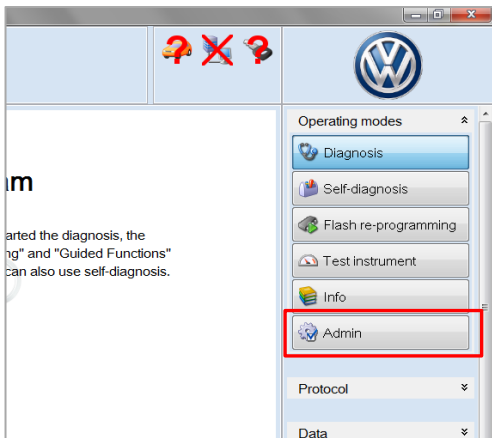


- (3) Then restart the diagnostics software.

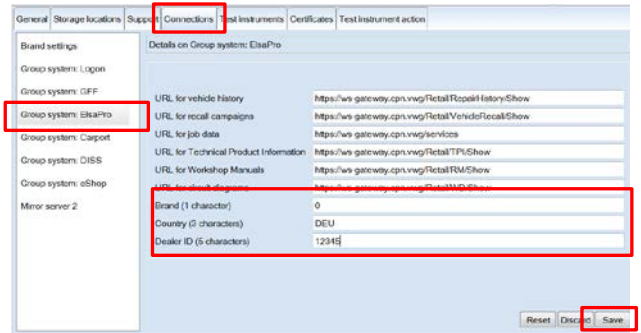
8.2 Info source configuration

To be able to access the integrated info sources such as vehicle campaigns, current flow diagrams or workshop manuals, you need to make further settings.

- (1) Start the ODIS Service diagnostics software and switch to "Admin" mode.

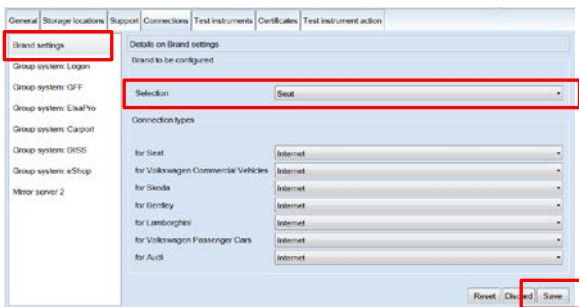


- (2) Change to the "Connections" tab and "Group system ElsaPro". As the brand enter "0" (zero), your three-character ISO country code and your five-digit company number. Then click on "Save".



- (3) If you own a licence for several brands, you need to repeat the configuration of the dealer data for all licensed brands. To do this, select "Brand settings" and select the next brand. Then click on "Save".

- (4) Repeat step (2) and (3) until the dealer data has been entered for all licensed brands.



9 Using the diagnostics software

After installing and configuring the diagnostic software and acquiring a flat rate, you can start a diagnostic session. The following section describes how to do this.

For more information on using the diagnostic software, please consult the ODIS Service Manual. The manual can be found in the Windows start menu after installation.

9.1 Starting a diagnostic session

After starting the diagnostic software, the Welcome screen is displayed first (see Abbildung 1).

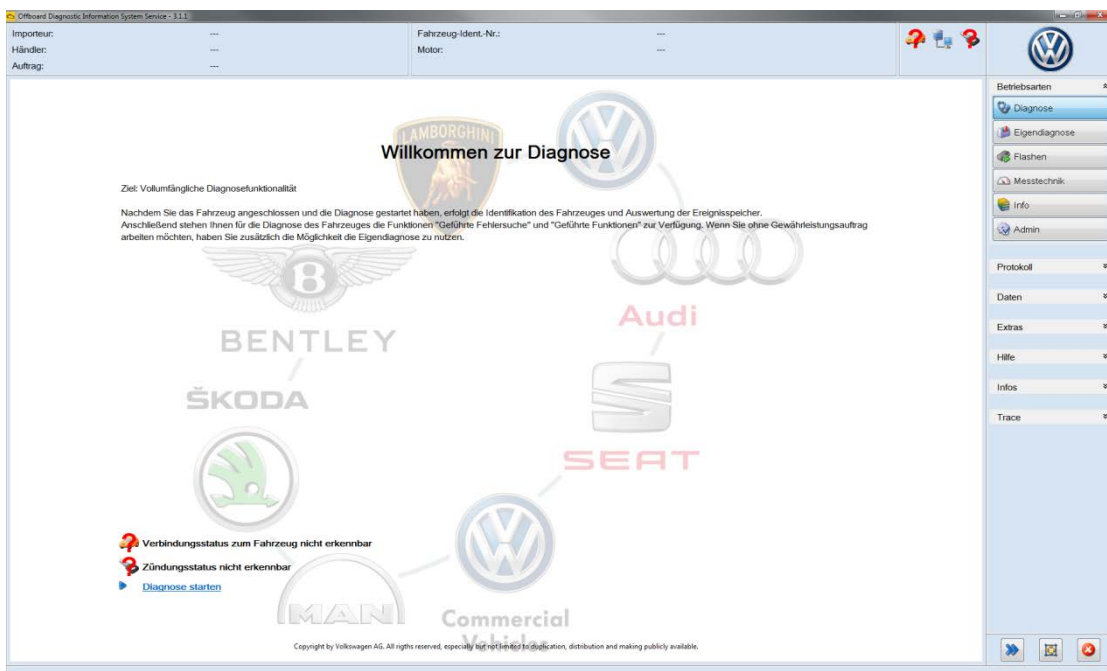



Figure 1: welcome screen

As soon as a connection to the vehicle is established, this is displayed on the Welcome screen by the  symbol. You can now start the diagnostic session. First an attempt is made to read the VIN. After determining it, the Basic Characteristics dialogue appears (see Abbildung 2). The diagnostic software attempts to determine all relevant data on the brand, model and model year using the VIN. Please complete the other information and click on “Adopt”.

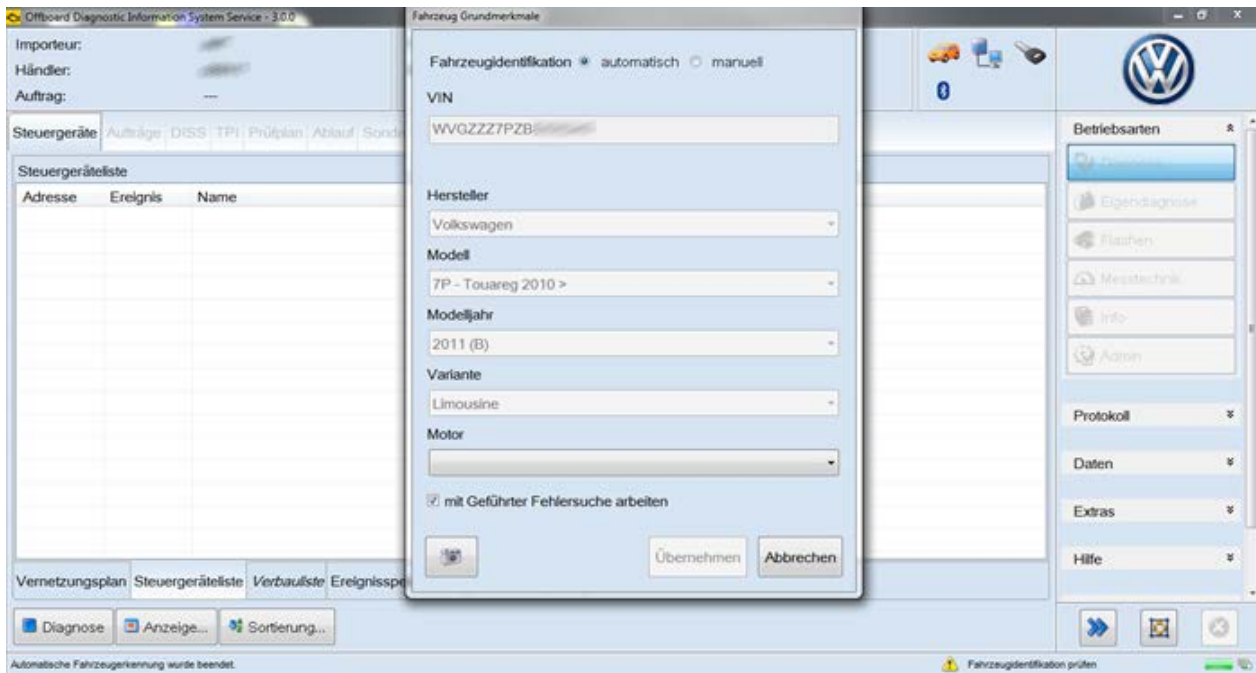


Figure 2: basic characteristics dialogue during diagnostic start-up

You will then be requested to log into the Group systems. Please follow the steps described in section 9.2.

9.2 Login to the Group systems

During a diagnostics session, you will be requested to log into the Volkswagen AG system at various points. Different data is required for login.

Which data is required for login depends on the work you want to carry out and on whether there is a CPN or Internet connection. An overview is given in the following Tabelle 1:

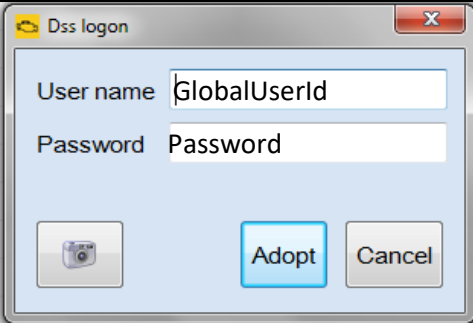
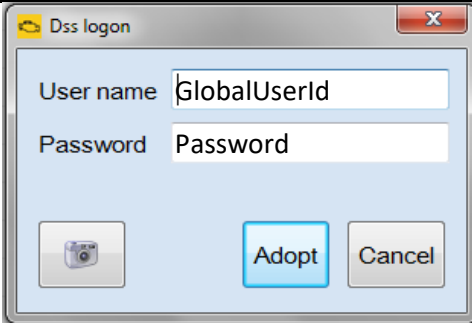
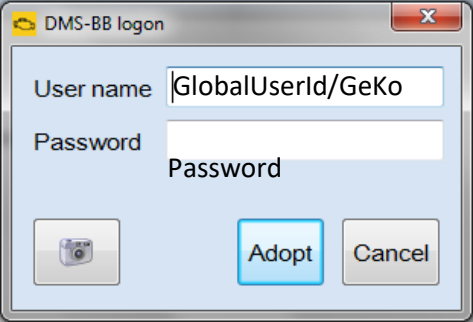
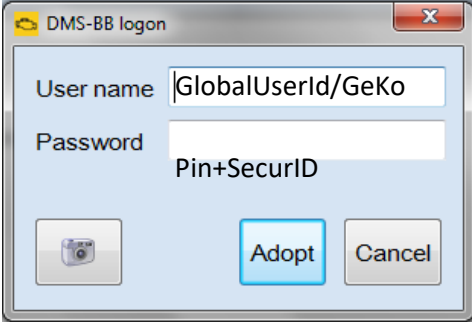
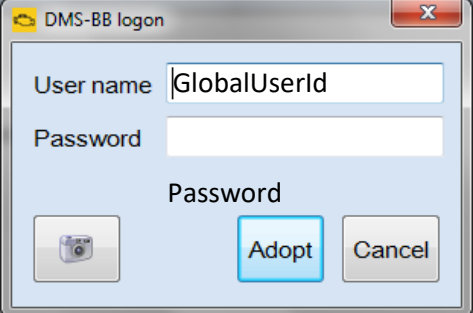
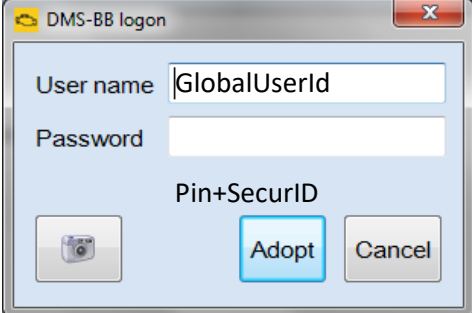
	Connection via CPN	Connection via Internet
Starting diagnosis (querying the erWin flat rate)		
Security-relevant work (flash reprogramming, coding, parametrisation, querying the radio code, ...)		
Completion of diagnosis (send diagnostic protocol)		

Table 1: overview of the Group system login

Note:

The following memory aid helps you decide which login data has to be entered:

 GlobalUserID & password

 GlobalUserID & PIN + SecurID

More explanations of the various login data are given in Tabelle 2.


Term	Explanation
GlobalUserId	The GlobalUserId is a user-specific ID. The forms required to configure a GlobalUserId are obtained when applying for the Org ID from your importer (see section 4.1). The GlobalUserId is a 7-digit ID that normally starts with "DP...". Example: "DP12345"
Password	You receive your password together with your GlobalUserId.
GeKo	GeKo is the abbreviation for the German term for "protection of secrets and components". The GeKo authorisation is a special, additional authorisation for a GlobalUserId that enables the conduction of security-relevant work. Security-relevant work refers to e.g. the flash reprogramming or coding of control units or the querying of radio codes. You receive the GeKo authorisation when you apply for a GlobalUserId. In addition to this authorisation, a SecurID token is required for performing security-relevant work using an internet connection. <i>Note: In Tabelle 1, a required GeKo authorisation is marked as "GlobalUserId/GeKo". In this case, a GlobalUserId authorised for GeKo must be entered.</i>
SecurID	SecurID is a mechanism for secure authentication on Volkswagen AG systems. Authentication with a SecurID token (also referred to as a SecurID card) is a two-factor authentication that ensures high levels of security: the users must know a PIN code ("something you know") and have possession of their tokens ("something you have") in order to authenticate themselves in the Volkswagen AG systems. The token generates a new 6-digit number that can only be forecast by the server. 
Pin	You require the PIN code for authentication together with the SecurID token. It consists of 4 characters, initially of 6 characters (NewPin mode).

Figure 3: example of a SecurID token

Table 2: explanation of login in ODIS Service

9.2.1 Login with a password

The password rule in the Volkswagen Group has been adjusted to new security requirements and is valid for all applications such as ODIS and GeKo.

When creating a password, the following minimum requirements must be observed:

- At least 10 characters
- All four character classes must be used (upper case, lower case, numbers and special characters: !@#\$%&/=/?_.,;:\-)
- A maximum of two consecutive characters may be the same
- Reusing passwords is not permitted.
- The password must be changed every 90 days (see section 9.3.1).

9.2.2 Login with a SecurID token

For login with a SecurID token, proceed as follows to enter the password:

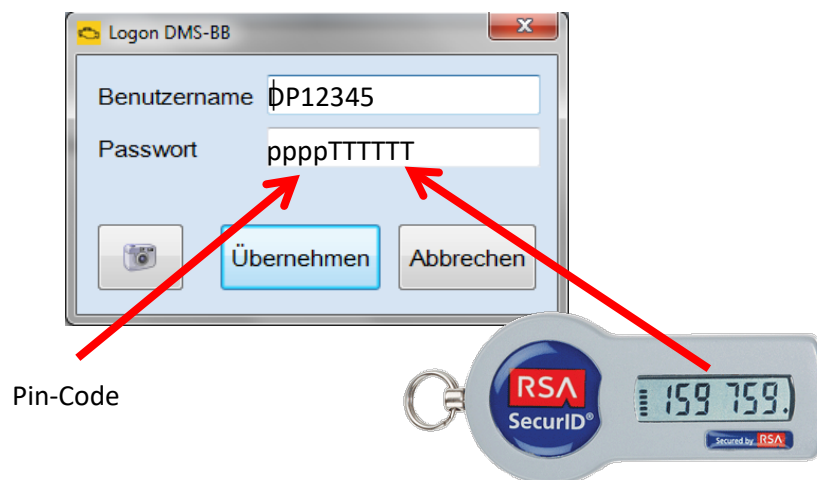
- Enter the GlobalUserId in the “User name” field.
- In the “Password” field, enter the PIN (pppp) first and then the numerical code (TTTTTT) currently displayed on the SecurID token.

Note: the token code displayed is valid for 60 seconds only. The small bar on the left side of the SecurID card display indicates the remaining time for the token code displayed.

An example of the values to be entered is displayed in the next dialogue box. The following applies:

- DP12345 = GlobalUserID (GUID)
- pppp = 4-digit PIN
- TTTTTT = 6-digit token

Note: when the password is entered, only placeholders are displayed in the actual dialogue box.



Further information on handling the SecurID token can be found in chapter 9.3 and in the manual for the ODIS Service diagnostics software.

9.2.3 Error messages during login

Some error messages are listed below that may occur during login to the Group systems, and their causes.

Error code	Error message	Description
ODS1007E	Negative response from server: soap:Client.security.9006.E Authentication failed. Authentication failed. The error ID is 9006.	The entered login data is not correct or the password has expired. Please check the login data using the information given in section 9.3.
ODS2006E	The hardware with the ID [...] is marked as blocked. Please contact your support specialist.	The tester used is marked as blocked. Please contact your importer.
ODS9212E	Infrastructure.VW online connection. Dealer portal: Login cannot be performed. No access to the dealer portal.	An incorrect connection setting (CPN/Internet) was selected or there is no connection to the CPN/Internet. For the configuration of the connections, see section 8.1.
ODS2007E	Your flat rate has expired. Please consult your support specialist.	Please acquire a new flat rate via the erWin portal.

Table 3: error messages and their causes during login to Volkswagen AG systems

9.3 Checking access data

9.3.1 Checking the GlobalUserID and changing the password

- Open the dealer portal homepage:

<https://dealerportal.vw-group.com/>

- Select “Login with Global-UserID”:

The screenshot shows the 'Welcome.' page of the dealer portal. At the top, there are three tabs: 'Login' (selected), 'Systemstate', and 'Telephone Support'. Below the tabs, a message states: 'To work with the portal and its applications, you must authenticate yourself. Please remember: The password is case sensitive!'. There are three input fields: 'Org-ID', 'User-ID', and 'Password'. Below these fields, the 'Login with Global-UserID' button is highlighted with a red box. Underneath, there is a section for 'Documentation for Dealer Portal' containing information about Volkswagen AG, including the Chairman of the Board of Management (Matthias Müller) and the Board of Management. At the bottom, there are three buttons: 'reset', 'submit', and 'Registration'.

Figure 4: dealer portal welcome screen

- Enter your GlobalUserID and then your password into the corresponding fields and then click “submit”:

The screenshot shows the same 'Welcome.' page as Figure 4. The 'Global-UserID' field is now filled with 'DP12345' and the 'Password' field is filled with '*****'. The 'Login with Org-ID and User-ID' button is now visible and highlighted with a red box. The 'submit' button at the bottom is also highlighted with a red box. The rest of the page content remains the same.

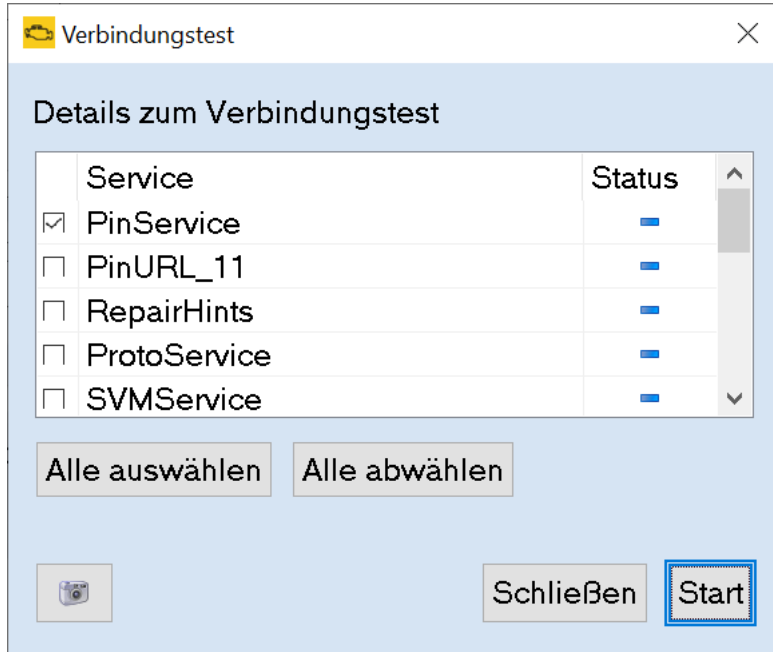
Figure 5: dealer portal login dialogue

- If login was successful, you may be prompted to create a new password. In this case the old password has expired.
 - If you would like to change your password even though the old password has not expired, after successfully logging in, click on the “My profile” link and then on “Change password”.
 - The new password is valid immediately and can be used for logging into the ODIS Service. **Please observe the new password regulations in section 9.2.1.**
- If login is not successful, please contact the responsible importer to have the password reset.

9.3.2 Checking the GeKo login and SecurID token

Use the connection test in ODIS to check the GeKo login and the SecurID token.

- In the “Extras” area, click “Connection test”
- Select the checkmark for “PinService” and “SVMService” and click "Start"



- Enter the login data accordingly.



Note:

If you are logging in for the first time or your PIN code has been reset, then a PIN has to be set first – the SecurID token is in “NewPin” mode (see following section).

NewPin mode: If your access is in “NewPin” mode, please use the login on the right-hand side “Log in via SecurID”.

- Enter the following Internet address (URL) in your browser:

<https://lso.volkswagen.de>

Fill out the fields as follows:

- UserID: Enter your user ID (here as an example) DP12345.
- Pin: Do **not** fill in the PIN field
- Token: In the Token field, enter the 6-digit numerical code (here 159759), which is displayed on the SecurID token.

The screenshot displays the Volkswagen Group login interface. At the top, it says 'VOLKSWAGEN GROUP'. There are two main login panels. The left panel, 'Anmelden mit Passwort', has fields for 'UserID:' and 'Passwort:', a link for 'Passwort vergessen', and a 'Passwort Anmeldung' button. The right panel, 'Anmelden über SecurID', has fields for 'UserID:' (filled with 'DP12345'), 'PIN:' (empty), and 'Token:' (filled with '159759'). A 'SecurID Anmeldung' button is at the bottom of this panel. To the right of the panels is an RSA SecurID token showing the number '159759'. A red dashed box surrounds the 'Token:' field, and a red arrow points from the token's display to this field.

Figure 6: NewPin mode

To set up the PIN:

VOLKSWAGEN
GROUP

Vielen Dank!

Legen Sie hier bitte ihren PIN für den SecurID Zugang fest. In Zukunft müssen Sie diesen PIN beim Einloggen im PIN Feld angeben.
Bitte geben Sie die von Ihnen gewählte PIN zweimal ein.

Ihre Pin muss eine Kombination aus 4-8 Zahlen sein.

••••

Die PIN darf nur aus Zahlen bestehen (0-9).

••••

Fortfahren

Fill out the fields as follows:

- Field 1: enter a **number** you have thought up as the new PIN code (this must have 4 digits **although the website allows 4–8** and may not start with zero). Remember this PIN.
- Field 2: Repeat the PIN code from field 1.
- Finally, click “Continue” to confirm your PIN.

In the next window, you must enter your new PIN again and confirm it with a token.

VOLKSWAGEN
GROUP

Vielen Dank!

Aus Sicherheitsgründen müssen Sie noch einen weiteren SecurID Token zusammen mit ihrer Pin eingeben.
Bitte warten sie, bis sich der Token ändert und geben Sie dann ihre Pin sowie den nächsten 6-stelligen SecurID Zahlencode ein.

PIN

Token

Fortfahren

Finally, you must log in again with your PIN and token (wait for the next token).


VOLKSWAGEN
GROUP

Vielen Dank!

Aus Sicherheitsgründen müssen Sie noch einen weiteren SecurID Token zusammen mit ihrer Pin eingeben.
Bitte warten sie, bis sich der Token ändert und geben Sie dann ihre Pin sowie den nächsten 6-stelligen SecurID Zahlencode ein.

PIN	1234
Token	159759

Fortfahren



A red arrow points from the token's display to the 'Token' input field in the form above.

Then exit the page.

Note:

If you see the error message below, ignore it. Exit the page and conduct the connection test described in section 9.3.2.

ⓘ SecurID authentication error with UserID user is deactivated

<h3 style="text-align: center;">Login with Password</h3> <input type="text" value="User ID"/> <input style="text-align: right;" type="password" value="Password"/> Forgot Password <div style="background-color: #004a7c; color: white; text-align: center; padding: 10px; margin-top: 10px;">PASSWORD LOGIN</div>	<h3 style="text-align: center;">Login via SecurID</h3> <input style="text-align: left;" type="text" value="User ID"/> <input type="text" value="DP63EN9"/> <input style="text-align: right;" type="password" value="PIN"/> <input style="text-align: left;" type="text" value="Token"/> <div style="display: flex; align-items: center;"><input type="text" value="427913"/></div> <div style="background-color: #004a7c; color: white; text-align: center; padding: 10px; margin-top: 10px;">SECURID LOGIN</div>
--	--

10 Control unit update (“flashing”)

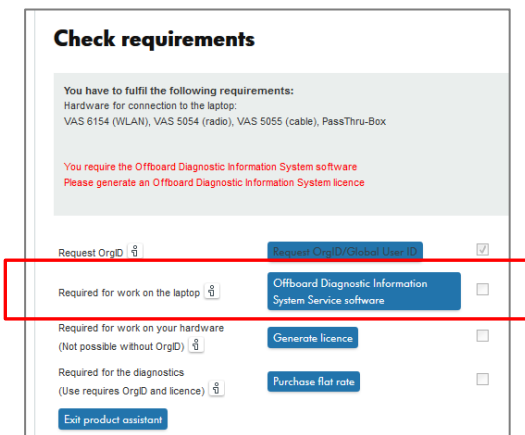
SVM authorisation as well as the flash data are required for flashing a vehicle.

SVM authorisation can be obtained from your importer.

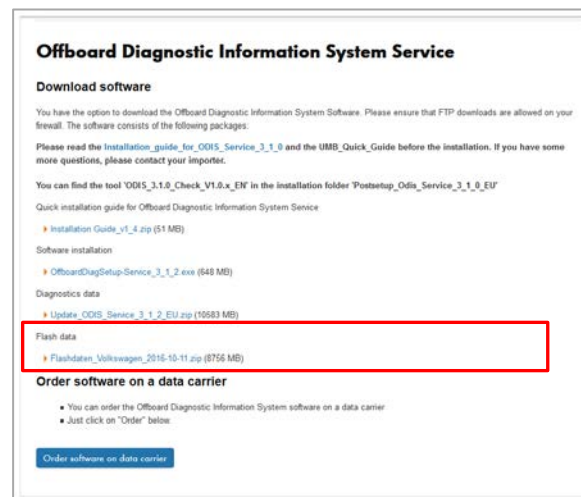
The flash data can be downloaded via erWin. The steps are as follows

- (1) Perform steps (1) to (5) from chapter 4.

In the product wizard, click on the item “Offboard Diagnostic Information System Service software”.



- (2) Click on the link to download the ZIP archive with the flash data. Save the file to the desktop.
Note: the exact file name may differ from the name stated in the erWin portal.



- (3) The flash data is downloaded.

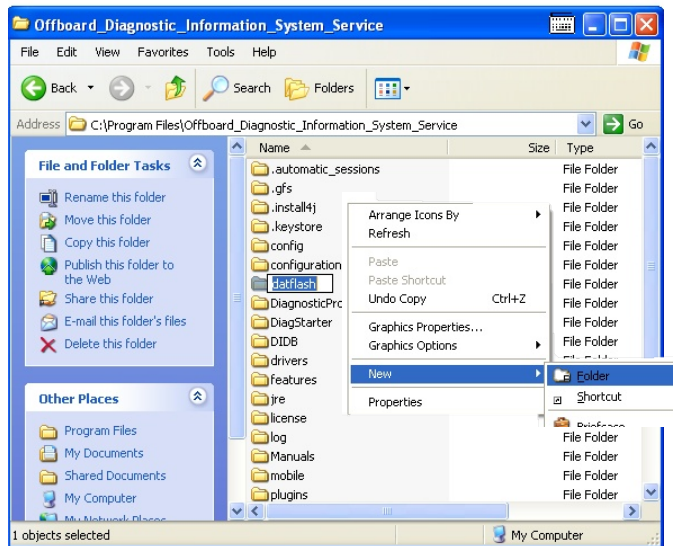
- (4) Wait for the download to complete.

- (5) Right-click on the downloaded file on your desktop. In the menu select “Extract All...”.

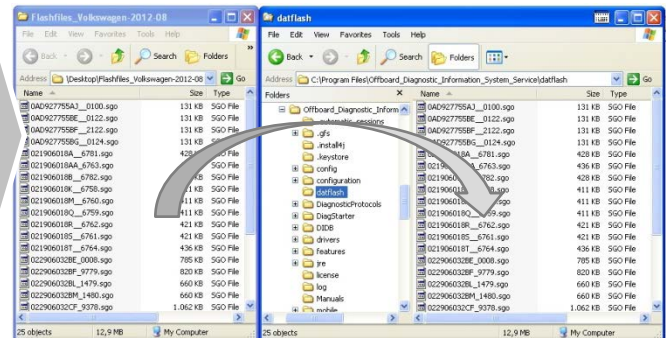
- (6) Confirm the welcome dialogue and the following dialogue by clicking “Next”. The flash data is unpacked. This process can take a few minutes. Wait for unpacking to complete.



- (7) Create a “datflash” folder in the installation directory for the diagnostics software.



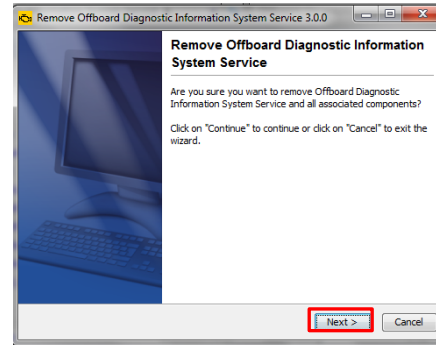
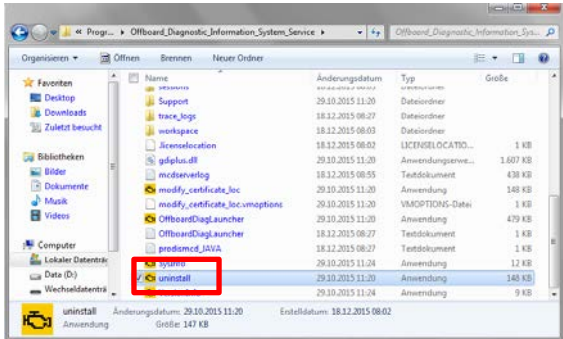
- (8) Move all of the extracted files from the folder on the desktop into the “datflash” folder you created. Remember that the flash files (*.sgo, *.frf) must be directly in the “datflash” folder. There may not be any further (sub-)folders in the folder.



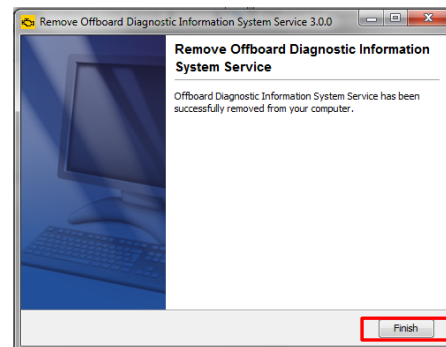
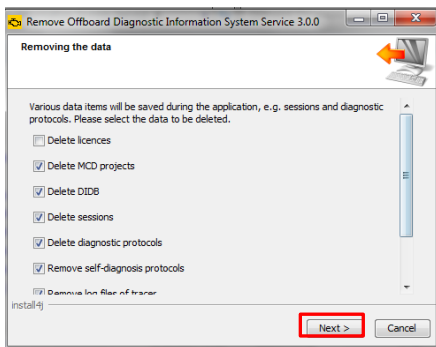
- (9) The diagnostics software is now prepared for flashing.

11 Uninstallation

- (1) Start the uninstallation from the installation folder or via the Windows control panel.
- (2) Click on “Next”.



- (3) Select the components that are to be removed in the uninstallation.
- (4) Wait until the uninstallation of this additional data is finished. Then click on “Finish”.



- (5) Restart the device. The diagnostics software has now been uninstalled.

