

Service Information

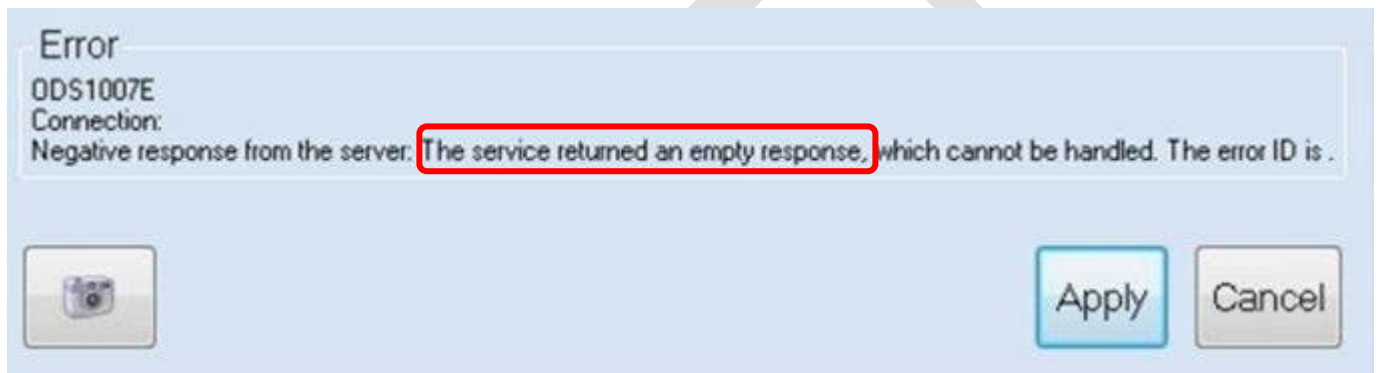
Offboard Diagnostic Information System Service (ODIS Service)

Subject: ODIS Service – Audi Diagnostics Logon Error

Date: Nov. 27, 2018

1.0 – Introduction

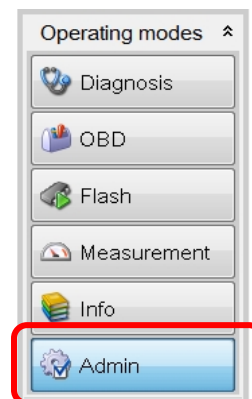
When first starting ODIS Service and logging in to begin an **Audi** Vehicle Diagnostic Session, the following error may appear.



This is due to an incorrect Audi DSS Login URL. **If this error does not appear, we nonetheless recommend to proactively check the URL as specified below.**

2.0 – Procedure

1. From the **ODIS Service main/start screen**, select the **Admin** operating mode:



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2. Select the **Connections** tab. The **Brand Settings** subcategory appears first by default:
3. From the **Brand to configure** dropdown, select **Audi**:

The screenshot shows a software interface with a top navigation bar containing tabs: General, Save locations, Support, Connections, Measurement, Certificate, and Measuring technology action. The 'Connections' tab is selected and highlighted with a red box. On the left side, there is a sidebar with a 'Brand Settings' subcategory highlighted by a red box. Below this sidebar, several group systems are listed: Logon, GFF, ElsaPro, Carport, DISS, eShop, and Mirror Server 2. The main content area is titled 'Details about Brand Settings' and contains a 'Brand to configure' section. A dropdown menu is open, showing 'Audi' as the selected option, with a red box around it. Below the dropdown, there are two 'Connection types' sections: 'for Volkswagen' and 'for Audi', both set to 'Internet'.

4. Confirm the **Audi** brand selection and, and then select **Save / Yes**:

This screenshot shows the same software interface as the previous one, but the 'Brand to configure' dropdown is now closed, and 'Audi' is displayed as the selected brand. The 'Connections' tab and 'Brand Settings' subcategory remain highlighted with red boxes. At the bottom right of the main content area, there are three buttons: 'Resetting', 'Discard', and 'Save'. The 'Save' button is highlighted with a red box.

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5. Select the **Group system: Logon** subcategory:

6. Note the **URL to DSS logon** information:

Field	Value
URL to DSS View	https://odisinfomedia.vwhub.com/Technical/DiagnosticSessionViewService
URL to DSS Logon	https://odisinfomedia.vwhub.com/servicesservices
URL to Logon	https://odiscert.vwhub.com/LOGON/LOGONService.asp

If the URL appears as **https://odisinfomedia.vwhub.com/servicesservices** as shown above, it must be corrected as follows:

7. Place a cursor **at the end of the URL and backspace out the duplicate “services” text**. The URL must appear as **https://odisinfomedia.vwhub.com/services**

8. Select **Save/Yes**:

Field	Value
URL to DSS View	https://odisinfomedia.vwhub.com/Technical/DiagnosticSessionViewService
URL to DSS Logon	https://odisinfomedia.vwhub.com/services
URL to Logon	https://odiscert.vwhub.com/LOGON/LOGONService.asp

Resetting Discard **Save**

9. Restart ODIS Service, connect to Audi vehicle and confirm error-free login.