



VIDA INSTALLATION INSTRUCTIONS

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1 INTRODUCTION

This document contains instruction on how to install VIDA. A description is also given of the third party products that are installed together with VIDA.

It is important that the instructions in chapters 3 through 4 are carried out in sequence. Please read through chapter 2 before installing VIDA. To uninstall VIDA, follow the instructions in chapter 5.

2 BEFORE INSTALLATION

This chapter provides important pre-installation information. Please use the pre-installation check list below before installing VIDA.

2.1 Pre-installation check list

Make sure that all steps in the table below are settled before the installation. Otherwise it will not be possible to neither finalize the installation nor start using VIDA.

Pre-installation check list

1. Make sure that a user ID is available and that it has been registered in both IDM (Novell Identity Manager) and VIDA Admin.
The user ID should have been provided in an e-mail after the purchase. Please contact the local Sales Company for assistance if needed.
2. Make sure that Internet Explorer is installed on the computer. This is required in order to be able to run VIDA.
3. Check if the computer meets the software and hardware requirements to install and run VIDA.
The software and hardware requirements can be found in the document *Workshop Systems Requirements and Guidelines*.
4. Download the VIDA prerequisites installation package from <http://vidainstaller.volvocars.biz/client-installer/VIDASetup.exe>.



Note

The package size is approximately 150 MB and the download time will depend on your bandwidth.

5. Save and close all open documents before proceeding with the installation.

2.2 Third party products

Below follows brief descriptions of the third party products that are included in the VIDA prerequisites installation package and their properties.

- **DiCE** (Diagnostic Communication Equipment) is a tool used together with VIDA to communicate with vehicles. Communication makes it possible to troubleshoot and diagnose vehicles, as well as download software.
- **IsoView** is a viewer for CGM files.
- **Microsoft .NET Framework** is an integrated Windows component for the design and execution of the .NET program. It is built up of CLR (Common Language Runtime) and a collection of class libraries.
- **Microsoft SQL Server 2012 Express Local DB** is a free version of the SQL Server that may be redistributed. It is designed to run on local clients but has no user interface nor any user functions.



Note

The installation of Microsoft .NET Framework will automatically reboot your computer without prompting beforehand.

2.2.1 Adobe Reader

Some functions in VIDA require the freeware **Adobe Reader** in order to view .pdf files. Adobe Reader has to be installed separately and is available via this link: <http://get.adobe.com/reader/>. Upon clicking the link, a web page opens with installation instructions. Some optional additional software may be installed together with Adobe Reader by default. In order to not install this additional software, untick the pre-ticked check boxes under *Optional offers*.

2.3 Microsoft Windows user account

In order to **install** VIDA the Microsoft Windows user account has to be set to **Administrator**.



Note

It is not possible to run VIDA logged in to Windows with a Guest account.

Try to avoid to have a domain policy that will override the normal rights for the supported user accounts. Some restrictions might make VIDA not work, e.g. a user must have right to change the registry since VIDA requires that when adding a communication tool. It is strongly recommended that all VIDA users logs in as Administrators with full admin rights.

2.4 Important computer settings

For communication with VDS protocol-based vehicles it is necessary to have two networks adapters active at the same time. One for the online connection between VIDA and central services. The other one for peer-to-peer connection between the VIDA client and the vehicle. To get this to work the following settings are needed:

- If a USB Ethernet adapter will be used it has to be configured to **automatic** IP. Static IP does **not** work.
- A BIOS setting "Wireless Radio Control" must allow Wireless LAN at the same time as an Ethernet connection is running. If the computer's BIOS setting does not allow for this then VDS protocol-based vehicles will not appear in the **Connected Vehicles** list in VIDA (assuming the connection to internet is done over WLAN).

3 INSTALLATION

To install VIDA, please follow the steps outlined below. Note that administrator rights are required.

In order for the VIDA client to work properly, the VIDA installation will set the following local Windows firewall rules:

- Allow incoming UDP traffic from port 13400.
- Allow outgoing UDP traffic to port 13400.
- Allow incoming TCP traffic from port 13400.
- Allow outgoing TCP traffic to port 13400.

Any additional firewalls will have to be opened by the dealership network administrator.

3.1 Install VIDA

Follow this procedure in order to install VIDA.

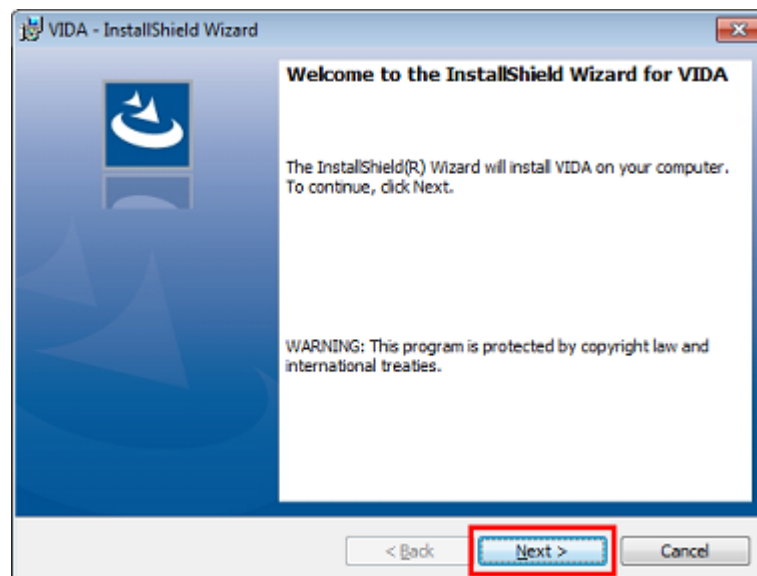
1. Log in with administrator rights on the computer. Exit all other programs.




Note

The user identity in Windows must only contain the following characters: a-z, A-Z and 0-9. No other characters are allowed and may disrupt certain parts of the installation.

2. If not already done, download the VIDA prerequisites installation package, see *chapter 2.1 Pre-installation check list on page 4*.
3. Run the VIDA prerequisites installation package.
→ The installation's main dialogue box is displayed.
4. Follow the instructions from the installation wizard.



- After the installation of the prerequisites package, a desktop shortcut to VIDA is created.

5. Double click the VIDA desktop shortcut () once in order to install the VIDA client.

**Note**

This step does not require administrator rights on the computer.

→ After verifying application requirements a pop-up window opens, asking if you want to install the application.

6. Click **Install**.
 - The VIDA client is downloaded and installed.

**Note**




If there are multiple user accounts in Windows, steps 5-6 have to be performed for each user separately.

**Note**


Every time the application is started, a check for updates is automatically performed. Updates are installed automatically.

3.2 Verify the installation

Follow the procedure below to verify the installation.

1. Make sure there are three VIDA icons on the desktop.
 - The icons are:
 -  VIDA-LTC
 -  VIDA-LTC Admin
 -  VIDA-LTC Support (for more information *see chapter 3.3 VIDA support on page 7*)
2. Check that a Volvo Car Corporation program group has been set up under Windows **Start** → **All programs**.
 - The program group will include VIDA, VIDA Admin, VIDA Clear Cache and VIDA Support.

3.3 VIDA support

By clicking the VIDA Support icon , a remote support session will start. Use this icon only if you have already created an error report in TIE and/or SNOW.

You must also have agreed upon to get support remotely.

3.4 Report issues

Any issues with the installation of VIDA should be reported through the TIE system. Send a TIE Report with Concern Area *VIDA* and Sub Concern Area *Installation*. Attach the log file **VIDAPrerequisitesInstallation.log**.

4 REGISTER VIDA

When VIDA has been installed, the computer needs to be registered and included in an existing subscription. Also note that the user has to be registered in IDM (Novell Identity Manager) and VIDA Admin prior to the registration. IDM is accessed via this link: <https://vcccds.volvocars.biz/IDM>

1. Make sure that the computer is connected to the internet and start VIDA.



Note

If you get an error message stating that the application could not be started, run the VIDA Clear Cache application (V) once and try again. VIDA Clear Cache is accessed from the Start Menu in Windows, under the Volvo Car Corporation program group.

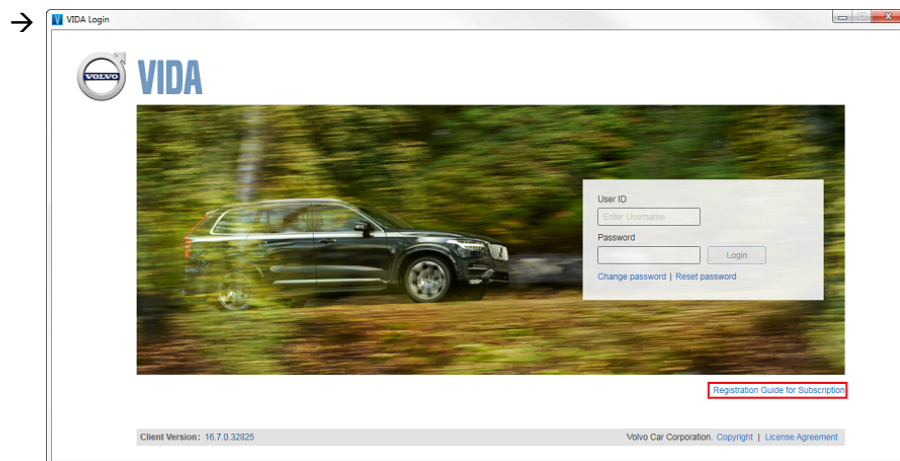


Fig. 1 VIDA login screen

2. Click **Registration Guide for Subscription** in the VIDA login screen.
 - A guide how to register the computer is opened in a separate window. The guide consists of three steps:
 - User ID authentication
 - Linking to a subscription
 - Reviewing and confirming the registration

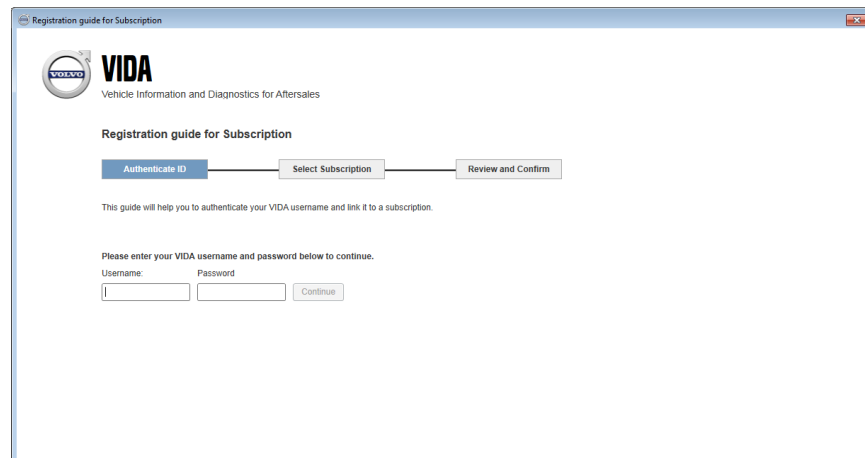


Fig. 2 Registration guide for subscription

3. Enter your VIDA user name and password and click **Continue**.

4. Select a subscription by ticking one of the radio buttons and clicking **Continue**. Only one subscription is permitted.
 - If a subscription does not have any available licenses, the subscription is shaded. To obtain licenses, a computer must be deregistered or more licenses must be ordered.
If the wanted subscription is not included in the list, check with VIDA Admin to see if the subscription has been activated.
5. Click **Confirm**.
 - The registration is completed.
6. Click **Back to Login**.
 - The log in page is displayed.
7. In order to be able to log in to VIDA, the user needs to have its device approved by the VIDA Administrator in VIDA Admin. For further information, see the VIDA Admin manual.
 - After having the device approved, the user can now log in to VIDA.

5 UNINSTALL VIDA

In order to uninstall VIDA from your computer, follow this procedure.

1. Make sure that the VIDA application is closed.
2. Open the **Control Panel** from the **Start menu** in Windows.
3. Click **Programs and Features**.
4. In the list, select **VIDA** and click **Uninstall/Change**.
→ A pop-up window opens.
5. Follow the instructions in the uninstallation process.
→ The **VIDA** client is uninstalled.
6. In the list, select **VIDA Prerequisites** and click **Uninstall**.
7. Follow the instructions in the uninstallation process.
8. Repeat steps 6-7 for **DiCE** and **IsoView**.



Note

It is not recommended to uninstall Microsoft .NET Framework and Microsoft SQL Server 2012 Express Local DB, as other functionalities in Windows might be dependent on these applications.

6 HISTORY LOG

6.1 324EN02

The registration process has been updated with new guidelines with regards to device approval in VIDA Admin.

6.2 324EN03

Information about Windows firewall settings and the VIDA Clear Cache icon has been added.

6.3 324EN04

Added additional information to the pre-installation checklist and the installation procedure with regards to the installation of the Microsoft .NET Framework.

6.4 324EN05

The chapter *Important computer settings* has been added.

6.5 324EN06

Added information regarding the VIDA Support icon.

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