VIDA INSTALLATION INSTRUCTION

CONTENTS

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 checklist below before installing VIDA.

2.1 Pre-installation checklist

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 checklist

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 email 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:

   - For users in countries <u>except</u> for China, the latest version can be downloaded here: <u>http://vidainstaller.volvocars.biz/client-installer/VIDASetup.exe</u>

   - For users in China, the latest file can be downloaded here: <u>http://vidainstaller-cncc.volvocars.biz/client-installer-cn/VIDACNSetup.exe</u>

   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.

- **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.

- **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.

   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 checkboxes 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 log 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 network 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.

- The 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   Download and install VIDA prerequisites
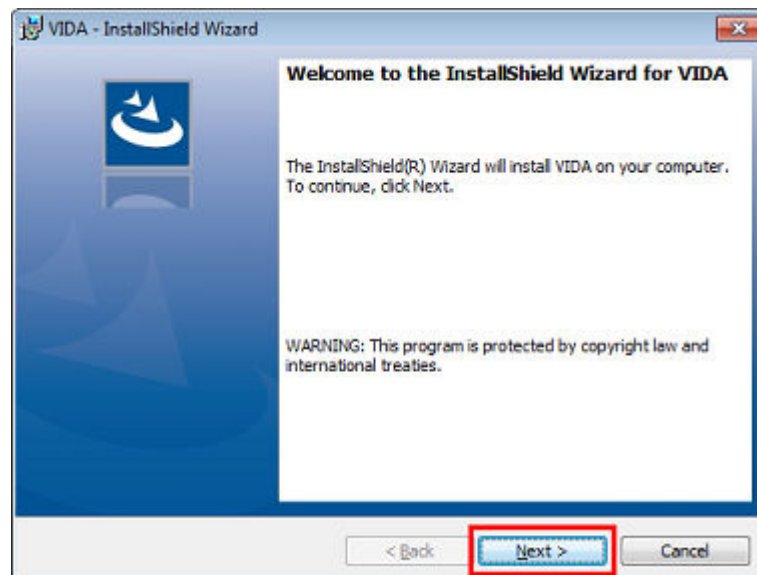
To download and install VIDA, follow this procedure:

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 checklist 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.

Continue with the download and installation of VIDA: *see chapter 3.2 Download and install the VIDA client on page 7*

3.2   Download and install the VIDA client
Install VIDA for the first time

Before installing VIDA for the first time, first make sure that the VIDA prerequisites described in *Download and install VIDA prerequisites* has been downloaded and installed.

1. Open VIDA either through the desktop icon or from the Windows Start menu.

    → A pop-up window opens, with the option to run Setup.exe.

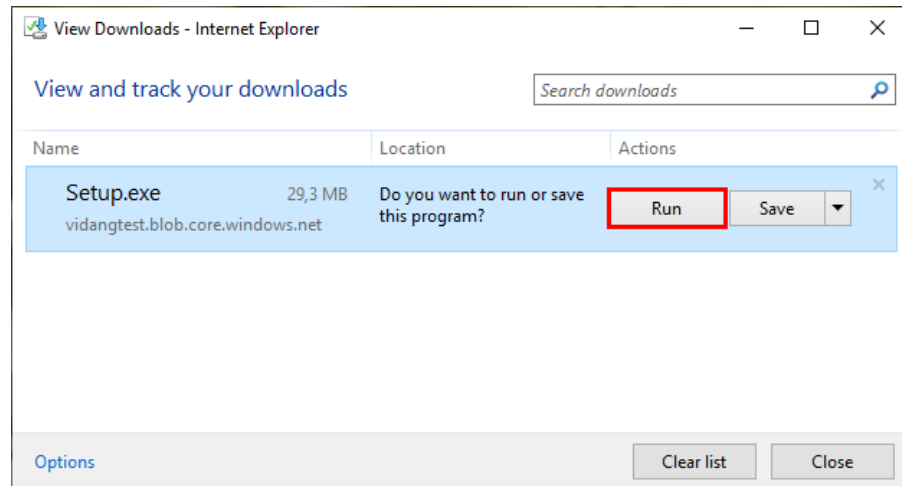2. Click Run to download and install VIDA.

Fig. 1   The pop-up window to download and install VIDA

Note

Make sure the computer does <u>not</u> restart during this phase.

This step does not require administrator rights on the computer.

→ A splash screen is shown and the computer downloads and installs VIDA in the background. A progress bar becomes visible on the VIDA icon in the Windows taskbar.

Fig. 2   The splash screen signalling that VIDA is downloaded and installed for the first time

Fig. 3   The progress bar on the VIDA icon in the Windows taskbar

3.   When download and installation is complete, the VIDA login window is opened and VIDA can start with the latest version.

Note

If there are multiple user accounts on the computer, the above steps have to be performed for each user separately.

Update to a new version of VIDA

Download and installation of a new version of VIDA takes place in the background when VIDA is running. When the new version of VIDA is ready for use, a message will address that a restart is required. The message is displayed in the footer of VIDA, next to the client version. It is recommended to restart VIDA as soon as possible in order to run the latest version.
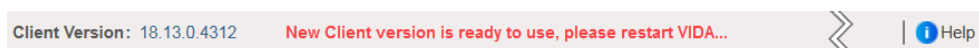

| Client Version: 18.13.0.4312   New Client version is ready to use, please restart VIDA... | Help |

Fig. 4   The download and installation message (in red) shown in the footer of VIDA when VIDA is running

If VIDA was not running when the new version was released, the new version downloads and installs the next time VIDA is started, before logging in. The following window shows the download and installation process:
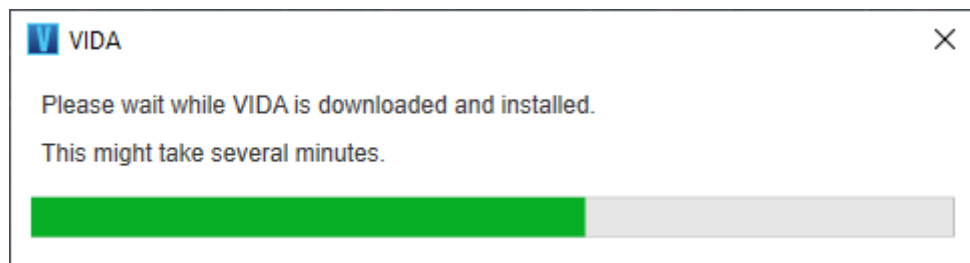

Fig. 5   The progress bar shown when a new version of VIDA is downloaded and installed, when VIDA is started

3.3   Report issues

Any issues with the installation of VIDA should be reported through TIE. Send a TIE Report with Concern Area *VIDA* and Sub Concern Area *Installation*. For effective handling of the report, please attach the log file `VIDAPrerequisitesInstallation.log`.

Should you still experience troubles with the installation of VIDA, a remote support session can be started. This is done by opening the VIDA Support icon from the desktop. Use this function only when a report in TIE and/or SNOW has already been created.

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.
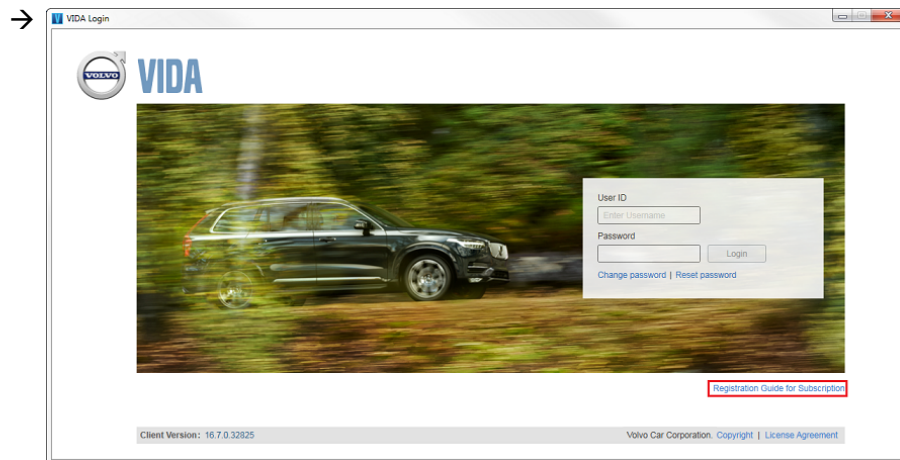
→

Fig. 6   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
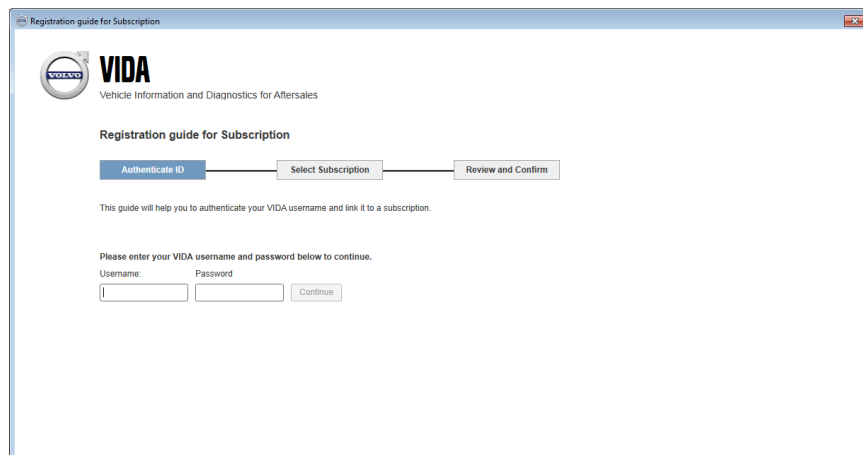
   - Reviewing and confirming the registration

Fig. 7   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.

> **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   324EN09

Copyright year adjusted to 2019.

Minor corrections was made in content.

Added information about new installation (delta/squirrel) procedure.

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