VIDA INSTALLATION INSTRUCTIONS

VIDA ALL-IN-ONE

CONTENTS

1 INTRODUCTION

This document describes how to install VIDA All-in-one. It is important that the instructions in chapters 3 through 5 are carried out in sequence. Please read through chapter 2 before installing VIDA All-in-one.

There is an option to customise the installation of VIDA All-in-one, *see chapter 7 Customised installation on page 14*. Please note that these instructions should not be performed if a full installation of VIDA All-in-one is performed.

Electronic Wiring Diagrams (EWD) are not installed with the VIDA DVD. They must be installed from the EWD DVD. For more information about EWD, *see chapter 9.2 Installation of EWD on page 18*. It is important that if both VIDA and EWD are to be installed, that VIDA is installed first.

A description is also given of the third party products installed together with VIDA All-in-one.

1.1 General information regarding DVDs

To prevent any problems during a VIDA All-in-one installation, the DVDs have to be handled very carefully. Small scratches for example, can make it very difficult, sometimes impossible to read from the DVD.

If problems still exist with the installation, in spite of careful handling with the DVDs, then cleaning the DVD reader can help. This can be carried out using a normal CD/DVD cleaner that can be purchased at almost any local PC store.

Should the DVD still not work, in spite of taking the precautions described above, please send the DVD to the local Volvo Sales Company and they will send a replacement DVD.

1.2   All VIDA languages on three DVDs

VIDA All-in-one is printed on dual layer DVDs. The languages are split up into three DVDs: Multi1, Multi2 and Multi3. Which DVD(s) you will receive depends on what languages you have chosen for your VIDA subscription. Before starting the installation you need to select which language or languages you wish to install. It is possible to select and install more than one language at the same time.
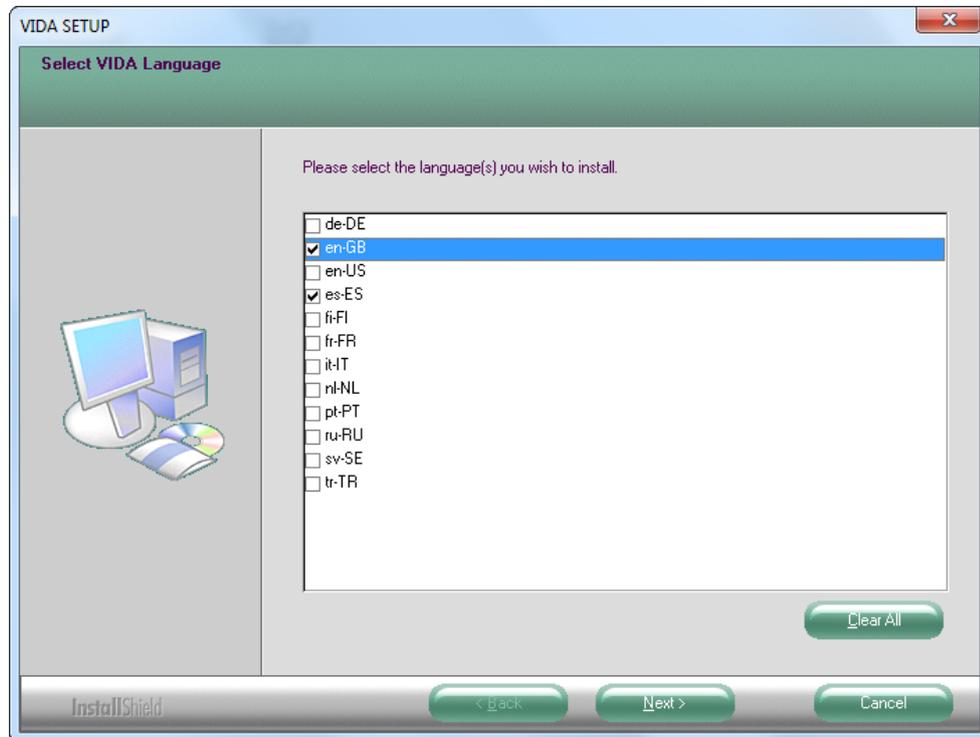
Fig. 1   Select language(s) during the VIDA installation

2 BEFORE INSTALLATION

This chapter provides important pre-installation information. Please use the pre-installation check list, *see chapter 2.1 Pre-installation check list on page 6*.

Information is also given about the VIDA Certification Agent, a tool used to determine if the computer meets the hardware requirements to install and run VIDA All-in-one.

2.1 Pre-installation check list

Please make sure that all steps in the table below are settled before the installation. Otherwise it will not be possible to both finalise the installation and to start using VIDA All-in-one.

Pre-installation check list

1. Make sure that a user ID is available and that it has been registered in both IDM 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. Check that a VIDA DVD is available.

3. Check if the computer meets the hardware requirements to install and run VIDA All-in-one.

   The hardware requirements can be found in the document *Workshop Systems Requirements and Guidelines*.

   To check the computer's compliance with the guidelines, use the VIDA Certification Agent, *see chapter 2.2 VIDA Certification Agent on page 6*.

2.2 VIDA Certification Agent

The VIDA Certification Agent may be run before the installation of VIDA All-in-one to determine whether the computer meets the hardware requirements to install and run VIDA All-in-one. The Certification Agent can be obtained from the local sales company or from the website Workshop Support Guide, http://vccs.volvocars.se/wsguide.

To run the VIDA Certification Agent the user must be logged in with administrator rights.

VIDA Certification Agent provides information about the computer's compliance with the minimum requirements to run VIDA All-in-one. An error message will be shown if some part of the requirement is not met, as well as information about parts that fall between the minimum and recommended specifications.

VIDA All-in-one can not be installed on a computer that does not meet with the requirements, so if the VIDA Certification Agent does show an error message, the computer needs to be upgraded prior to installing VIDA All-in-one.

The VIDA Certification Agent is also run automatically as a part of the VIDA installation program. By running the program before installation it is easier to determine whether the computer can be used for VIDA or not.

1. Log in with administrator rights on the computer where VIDA All-in-one is to be installed.

2. Run the program VIDA Certification Agent.

   → The program checks whether the computer meets the specifications for VIDA All-in-one.

3. Continue with the installation if the computer complies with the hardware requirements.

2.3 Microsoft Windows user account

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

NOTE

It is not possible to run VIDA All-in-one logged in to the operation system 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 All-in-one not work. E.g a user must have right to change the registry since VIDA All-in-one requires that when adding a DiCE. It is stongly recommended that all VIDA All-in-one users logs in as Administrators with full admin rights.

3   INSTALLATION

To install VIDA All-in-one, please follow the steps outlined below, *see chapter 3.1 Install VIDA All-in-one on page 8*. Note that administrator rights are required to install VIDA All-in-one.

When the program asks for an installation folder, please choose an appropriate folder on your computer. Note that its name must not include any spaces, e.g. "C:\VIDA". If "VIDA" is not stated as the installation folder it will be created automatically. If, for instance, "C:\test_install" is stated as the installation folder VIDA All-in-one will be installed in the folder "C:\test_install\VIDA". Note that the installation program automatically removes previous versions of VIDA All-in-one.

3.1   Install VIDA All-in-one

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, certain parts of the installation can be disrupted.

2.   Insert the VIDA installation DVD.

→ The installation's main dialogue box is displayed.

If the dialogue box does not appear run the file setup.exe in the installation disc's directory Install → DVD → Vida_dvdheader → Main.

3.   Select the installation type VIDA All-in-one.

→ A dialogue box is displayed asking the user to select language.

4.   Select the language or languages you wish to install.

→ Setup will now perform a test of your computer.

5.   Click Next to perform the test.

→ The system test is performed. If all the requirements are met and no previous versions of VIDA are installed, a dialogue box will be displayed allowing the user to choose installation folder.

6.   State C:\VIDA\ as the installation folder. Click Next.

→ A dialogue box is displayed prompting the user to accept the license agreement.

7.   Click Yes.

→ If the license agreement is accepted the installation will continue. If more than one languages is to be install the VIDA application will be installed together with one of the languages. This part of the installation may take some time, but does not need to be supervised. VIDA Configuration starts during the final stage of the installation.

8.   Configure the installation.

For more information about configuration, *see chapter 5 Configure VIDA All-in-one on page 11*.

→ The remaining languages will be installed.

To complete the installation the user is prompted to restart the computer.

9.   Click Finish.

→ The computer restarts. VIDA All-in-one has been installed.

10.   Verify the installation, *see chapter 4 Verify the installation on page 10*.

11.   Activate the subscription to VIDA All-in-one and add a user, *see chapter 6 Register VIDA All-in-one on page 13*. More information can also be found in the VIDA Admin manual.

3.2 Reinstalling VIDA All-in-one

If a reinstallation of VIDA All-in-one has to be done. Please note that all eUpdates also have to be reinstalled. During the first login after reinstalling, the system will inform you that there are eUpdates to retrieve.

NOTE

In case you are running two or several languages, make sure to install all languages before your first login. After applying eUpdates it is not possible to add another language unless you reinstall all wanted languages.

4   VERIFY THE INSTALLATION

Please follow the steps below to verify the installation.

1.   Make sure there are 4 VIDA icons on the desktop.

→ The icons are:

VIDA All-in-one

VIDA on Web

VIDA Configuration

VIDA Admin.

2.   Check that the VIDA program group has been set up under Windows Start → All programs.

→ The program group should include the above programs plus VIDA Support, VIDA Monitor and VIDA eUpdate rollback.

3.   Check that the VIDA Monitor icon and the VIDA eUpdate icon is in the notification area on the right-hand side of the taskbar.

4.   Check the software listed under Start → Control panel → Add or Remove Programs.

→ The software that should be listed includes:

Microsoft SQL Server 2008

Microsoft .NET Framework

Adobe Reader

IsoView.

5 CONFIGURE VIDA ALL-IN-ONE

VIDA Configuration is a program used to perform certain settings in VIDA. This program is accessed during the installation process, but can be accessed at any time if any changes in settings are needed.

Fig. 2   VIDA Configuration icon

VIDA Configuration is described in the document *VIDA Configuration*. This is only an exampel on network settings.

1. Start VIDA Configuration: Double click the VIDA Configuration icon on the desktop or select VIDA Configuration from the start menu, Start → All Programs → VIDA → VIDA Configuration.

     → A dialogue box prompts for the connection method to the VCC network.

2. State the connection method to the VCC network: VCC Intranet, VCC Extranet or Internet.

3. Select the Proxy settings tab if the network connection uses a proxy and/or an automatic configuration script.

    State the address to the automatic configuration script.

    State the address and port to the proxy server and provide a username and password if needed, *see chapter 5.1 Configuration advice on page 11*.

4. Click Save.

     → The settings are saved and the Configuration result window will be displayed.

5. Verify that the results have the status Success.

     → If any point in the Configuration results has failed, note what has failed and reinstall VIDA All-in-one. If the second installation also fails during the configuration, note what has failed and contact your local IT support.

6. Click Close.

7. Click Close.

5.1 Configuration advice

5.1.1 VCC Intranet connection

A proxy should not be stated in the VIDA Configuration for this type of connection.

5.1.2 VCC Extranet connection

A proxy should not be stated in the VIDA Configuration for this type of connection.

In Internet Explorer you should state that the proxy is not to be used for local addresses and state *.volvocars.biz as the exception.

- State that the proxy is not to be used for local addresses in Internet Explorer by choosing Tools → Internet Options… → Connections → LAN settings, check "Bypass proxy server for local addresses" at the bottom.

- The exception is set in Internet Explorer by choosing Tools → Internet Options… → Connections → LAN settings → Advanced…, add *.volvocars.biz in the text box below Exceptions.

    When a dial-up connection is used, choose Tools → Internet Options… → Connections → Settings… instead.

5.1.3   Internet connection

With this type of connection a proxy is usually stated in VIDA Configuration. Information about this is provided by the local IT support.

There is a tab in VIDA Configuration named Utilities. This tab may be ignored during installation, since it contains support functions.

6   REGISTER VIDA ALL-IN-ONE

When VIDA All-in-one has been installed, the computer needs to be both registered and included in an existing subscription. The computer with VIDA All-in-one needs to be connected to a central system during registration. Also note that the user has to be registered in IDM and VIDA Admin prior to the registration.

1. Connect the computer with VIDA All-in-one to the Internet and start VIDA All-in-one.

   → The VIDA All-in-one application starts and the first page is displayed for the first time.

2. Click REGISTRATION GUIDE FOR SUBSCRIPTION.

   → A guide how to register the computer is opened in a separate window. The guide consists of four steps:

   - computer registration

   - linking to a subscription

   - user selection

   - completing the registration.

3. Enter a user name and click CONTINUE.

   → A dialogue box for Volvo Cars Access Magager (VCAM) will be displayed if there is no valid Cookie present.

4. Enter the VIDA user name (CDS ID) and password in the VCAM window and click I Concur.

   → If there is no connection with the VIDA Admin central system for some reason, a message appears stating that the central systems could not be contacted. Registration is cancelled.

5. Select the subscription that the relevant computer should use, by ticking one of the radio buttons.

   → The subscription at the top of the list is pre-selected. 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 ordered.

   If the wanted subscription is not included in the list, check with VIDA Admin to see if the subscription has been activated.

6. Click NEXT to add a user to the subscription.

   → Initially there is only one user in the list.

   A user must be registered in IDM and in VIDA Admin to be included in the list.

7. Select user in the list by ticking a box. If the user is shaded he/she has already been added to the subscription.

8. Click FINISH REGISTRATION to receive a confirmation that the registration is complete.

   → The registration is completed.

9. Click BACK TO VIDA LOG IN PAGE.

   → The log in page is displayed.

10. Log in to VIDA Admin to activate and check the subscription. For further information, see the VIDA Admin manual. The user can log in to VIDA once the central system has updated the subscription information.

11. Log out.

7   CUSTOMISED INSTALLATION

This option makes the installation of individual components from the VIDA installation disk possible. This is not necessary if the complete installation of VIDA All-in-one has already been performed.

1.   Insert the VIDA installation disc.

       → The installation's main dialogue is displayed.

2.   Select the installation type VIDA Customised.

       → A list of available components is displayed.

3.   Select the components to be installed.

4.   State C:\VIDA as the installation folder when installing a VIDA component.

5.   Click Next.

       → The installation starts. Installation is complete when the program asks to restart the computer.

6.   Select restart the computer and click Finish.

       → The selected components are installed.

7.   Verify the installation, *see chapter 4 Verify the installation on page 10*.

8.   Activate the subscription and add a user. See the VIDA Admin manual.

8   STARTING TO USE VIDA ALL-IN-ONE

There are different resources available for VIDA users to become more proficient in using VIDA. These are described in short below. If you do not have access to these resources, please contact your local Sales Company.

Some of the desktop icons and notification area icons are also described.

8.1   VIDA Help

In the upper left corner of VIDA there is a link to VIDA Help. VIDA Help for VIDA All-in-one provides an overview of the VIDA All-in-one application and it also covers instructions on how to carry out different tasks in VIDA All-in-one.

VIDA Help is divided into two parts, a general part and a part that handles different cases. These cases describe recommended work flows, step by step. However, not all possibilities and alternatives in VIDA All-in-one are described. VIDA Help does not contain a complete description of all fields and functions in all windows.

8.2   VIDA Basic Training

VIDA basic training is a web based training. In this training you will learn and practice the functions in VIDA. The purpose is to make you familiarised with VIDA and to be able to use its functions in a real situation. VIDA basic training consists of several separate courses. After each course you are able to test your skills in final tests. The courses will take about 2 hours to complete.

VIDA basic training is located on the Volvo Cars Competence Portal (VCCP) (https://vcc.competenceportal.com/login.aspx). In Technical Information Shop (TIS) (https://tis.volvocars.biz/tis) you can purchase access to Volvo Cars Competence Portal (VCCP).

8.3   VIDA Classroom Training

The local sales companies arrange classroom trainings. For detailed information contact your local sales company.

8.4   VIDA desktop and notification area icons

8.4.1   Desktop shortcut for VIDA All-in-one

VIDA All-in-one can be started by double clicking the VIDA All-in-one icon on the desktop or by selecting VIDA All-in-one from the start menu: Start → All Programs → VIDA → VIDA All-in-one

Fig. 3   VIDA All-in-one icon

8.4.2   Desktop shortcut for VIDA Configuration

VIDA Configuration can be started by double clicking the VIDA Configuration icon on the desktop or by selecting VIDA Configuration from the start menu: Start → All Programs → VIDA → VIDA Configuration

Fig. 4   VIDA Configuration icon

For more information about VIDA Configuration, *see chapter 5 Configure VIDA All-in-one on page 11* or the document *VIDA Configuration*.

8.4.3 Desktop shortcut for VIDA Admin

VIDA Admin can be started by double clicking the VIDA Admin icon on the desktop or by selecting VIDA Admin from the start menu: Start → All Programs → VIDA → VIDA Admin

Fig. 5 VIDA Admin icon

For more information abut VIDA Admin, please read the documents *VIDA Admin Help* or *VIDA Admin Quickguide*.

8.4.4 VIDA Monitor

VIDA Monitor will start automatically when the user login to the operation system. VIDA Monitor can also be started manually if there is a need for it. It can be done by clicking the VIDA Monitor icon in the start menu: Start → All Programs → VIDA → VIDA Monitor.

When a green triangle is shown VIDA All-in-one is ready to be used.

Fig. 6 VIDA Monitor icon

The VIDA icon in the notification may have a yellow triangle. This yellow triangle is shown when applications that are used for VIDA are launching or being closed. VIDA All-in-one can not be used when the yellow triangle is being displayed.

Fig. 7 VIDA Monitor icon with a yellow triangle

The VIDA icon in the notification area may also have a red square. The red square can have different causes:

- The applications used for VIDA did not start correctly or has not yet started.
- The user has stopped the applications used for VIDA manually.

VIDA All-in-one can not be used when the red square is displayed.

Fig. 8 VIDA Monitor icon with a red square

8.4.5 Notification area eUpdate icon

The eUpdate icon spins during eUpdate installations. By clicking the eUpdate icon you can follow the pre-installtation. eUpdate program is in status "idle", when the installation icon is frozen.

Fig. 9 eUpdate notification icon

8.4.6   Start menu shortcut for VIDA eUpdate Rollback

VIDA eUpdate Rollback is used when there is a need to uninstall the latest installed eUpdate. VIDA eUpdate Rollback can be started by clicking the VIDA eUpdate Roll-back icon in the start menu: Start → All Programs → VIDA → VIDA eUpdate Roll-back .

Fig. 10 VIDA eUpdate Rollback icon

8.4.7   Start menu shortcut for VIDA Support

VIDA Support should be used when there is a need for Helpdesk to start a Remote takover of the VIDA computer. A website called Webex will start when the shortcut is used and a session ID provided by the helpdesk has to be used to start the remote takeover. VIDA Support can be started by clicking the VIDA Support icon in the start menu: Start → All Programs → VIDA → VIDA Support.

Fig. 11 VIDA Support icon

9 ADDITIONAL INSTALLATIONS

9.1 Installation of additional languages

To install an additional language, insert the VIDA All-in-one installation disc again. Once the installation program has started, follow the instructions given in the chapters above, *see chapter 3.1 Install VIDA All-in-one on page 8* and choose additional language. The new installation needs to be verified again, but there is no need to run VIDA Configuration since the configuration was made when the first language was installed.

All languages must be installed before installing eUpdates. Should an attempt be made to install a new language after an eUpdate has been installed the following message will be displayed.
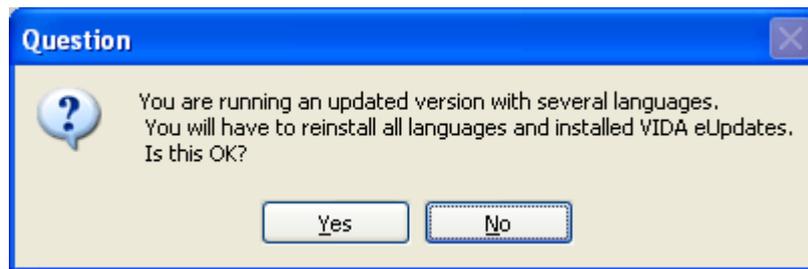
Fig. 12 eUpdate diaglogue

If you go ahead with the installation, all languages and eUpdates need to be installed again.

> **NOTE**
>
> It is possible to select and install more than one language at the same time. Fore more information, *see chapter 3.1 Install VIDA All-in-one on page 8*.

9.2 Installation of EWD

Electronic Wiring Diagrams are accessible through VIDA, but installed from a separate DVD which is included in the shipment of the VIDA DVD.

If you try to access EWD from VIDA without having installed it a dialogue box will instruct the user to install EWD.

To install EWD, please insert the disc which contains the preferred language of EWD. The user can choose between a full installation or to run EWD from the disc. If a full installation is chosen, files will be copied to the local hard drive. Otherwise the disc must be inserted each time the user wishes to use EWD.

In order for EWD and VIDA to work seamlessly together, VIDA must be installed before EWD. Otherwise EWD must be installed again, after the VIDA installation. In this case the user will be advised by a dialogue box to install EWD.

10 REMOVING VIDA

The VIDA installation program will automatically remove previous versions of VIDA when a new installation is made. In some situations it may be necessary to remove an existing version of VIDA All-in-one. In this case please follow the procedure outlined in section 10.1.

10.1 Removal procedure

The removal of VIDA All-in-one is partly done manually. This part must be performed in order for the VIDA All-in-one installation to be deregistered in VIDA Admin. Follow the instructions below.

Please use the removal tool on the VIDA DVD instead of the Windows function Add/remove programs, since the Windows function in some cases might leave remnants of the installation. The removal tool on the VIDA DVD always removes the whole installation.

1. Start VIDA All-in-one and log in as the VIDA Administrator.

2. Select PERFORM COMPUTER SETTINGS on the START tab.

   → A new window opens.

3. Select DEREGISTER LOCAL CLIENT on the SYSTEM tab.

   → A dialogue box asks whether you wish to deregister VIDA.

4. Click OK.

   → A dialogue box for VCAM will be displayed if there is no valid Cookie present.

5. Enter the VIDA user name and password. Click I Concur.

   → This deregisters the installation in VIDA Admin.

6. Close the VIDA All-in-one window.

7. Insert the VIDA installation DVD.

   → The installation's main dialogue box is displayed.

8. Select Remove VIDA.

   → The program will confirm removal.

9. Select Yes.

   → The program will restart the computer.

10. Click Finish.

    → VIDA All-in-one has now been removed.

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11   REPORT ISSUES

Any issues related to the installation of VIDA should be reported through the TIE system.

Any issues related to using VIDA, please contact your local IT support.

11.1   Installation issues

If there are any complications during the installation process, please contact your local IT support. Send a TIE Report with Concern Area VIDA and Sub Concern Area DVD Installation problem if there are any issues with the installation of a VIDA DVD release. Use Concern Area VIDA and Sub Concern Area eUpdate installation problem if there are any issues with installing an eUpdate. Attach the correct logs according to the table below:

Concern Area	Sub Concern Area	VIDA Logs to attach
VIDA	DVD Installation problem	vida.install.log Installation_Log_YYYY-MM-DD.log
VIDA	eUpdate installation problem	eUpdate.log

12 THIRD PARTY PRODUCTS

This chapter deals with third party products that are installed together with VIDA. A short description is given of each product and its properties.

- **Adobe Reader** is freeware and is used to view and print Adobe PDF files. It is installed as a plug-in for Microsoft Internet Explorer.

- **DiCE** (Diagnostic Communication Equipment) is used together with VIDA All-in-one to communicate with the vehicle. Communication makes it possible to troubleshoot and diagnose the vehicle, as well as download software.

- **IsoView** is a viewer for CGM files. It is used as a plug-in for Microsoft Internet Explorer.

- **JBoss** is a Java-program server which is based on open source code. JBoss is an integrated part of the VIDA program and is installed in a sub-folder in {VIDA_HOME}.

- **Microsoft SQL Server 2008 R2 Express** 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. In VIDA, SQL Server 2008 R2 Express uses VIDA as instance name and dynamic ports.

- **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.

- **Tomcat** is a Servlet Container which is based on open source code. Tomcat is an integrated part of the VIDA program and is installed in a sub-folder in {VIDA_HOME}. Tomcat in VIDA uses port 80.

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13 ABBREVIATIONS

IDM   – Novell Identity Manager
EWD   – Electronic Wiring Diagram
HTTP – Hyper Text Transfer Protocol
HTTPS – Hyper Text Transfer Protocol over Secure Socket Layer
TIE   – Technical Information Exchange
VCAM – Volvo Cars Access Manager
VCCS – Volvo Cars Customer Service
VIDA   – Vehicle Information and Diagnostics for Aftersales

14   HISTORY LOG

14.1   43EN04

New icons added. Changed order in the installation instructions. Supplement with additional log in window during activation and removal. Expanded information concerning the installation of addition languages.

14.2   43EN05

Information about EWD installation added. A pre-installation check list has been added in chapter 2. Chapter 8 has been rewritten to incorporate various support resources. Document template has been changed.

14.3   43EN06

Information regarding SQL Server updated. Chapter on installation issues added.

14.4   43EN07

The VIDA installation is changed due to all VIDA languages are printed on one dual layer DVD.

Information about the icons for VIDA eUpdate, VIDA eUpdate Rollback and VIDA Support has been added.

Removed the information about the Notification Area Database icons.

14.5   43EN08

The location of the VIDA Classroom Training and VIDA Basic Training have been moved.

It is now possible to install more than one language at the same time.

14.6   43EN09

Information about the transition of it-systems from Ford to Volvo Car Corporation has been added.

14.7   43EN10

Information about DVD language variants (Multi1, Multi2 and Multi3) added.

DSA (the old identity manager) has been removed and replaced with IDM (the new identity manager).

14.8   43EN11

Changed URL for the *VCC Extranet connection*.

The *Configure VIDA All-in-one* chapter has been updated .

The chapter *Information for users with proxy servers* has been removed.

14.9   43EN12

The chapter *Microsoft Windows user account* has been added.

WSL has been replaced with VCAM.

15   INDEX