VOLVO

VIDA ADMIN HELP

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VOLVO

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1 INTRODUCTION

VIDA Admin is used by VIDA administrators to administrate users, registrations, data and subscriptions for VIDA applications. VIDA Admin states on which devices and which functions the user can use in VIDA. It is also possible to manage language settings in the VIDA application.

This document is designed for VIDA administrators. The document can be used both as an introduction and as help when working with VIDA Admin on a daily basis. Some of the images in this document may differ from the screen images shown in VIDA Admin and other programs. This may be due to differences depending on market setup or late changes in the program. However, the essential information in the images applies.

2 OVERVIEW FOR NEW VIDA ADMIN USERS

All use of VIDA Admin requires an internet connection. After installation of the VIDA installation package, VIDA Admin will be available as a desktop shortcut.

The following concepts should be familiar before working with VIDA Admin:

- Company
- User
- VIDA
- Subscription

2.1 Company

Company is used in VIDA Admin as a term for workshops, dealerships and others who use VIDA. Subscriptions are not considered personal but belong to the company. The resources belonging to the company (user, VIDA installations and subscriptions) are registered at the company.

When the first subscription is ordered, the company is created in VIDA Admin together with the first user, the VIDA administrator. The VIDA administrator is often a local user at the company.

Once the company has been created, the VIDA installations can be registered and subscriptions set up.

2.2 User

New users are created in IDM and VIDA Admin by the VIDA administrator. The user is specified in VIDA by several basic tasks and important settings. When a new user is added, the IDM, security system tool for VIDA, must be used to generate the user's username and password.

The username and password are used to log in to VIDA. A user must enter an activated subscription in order to use VIDA.

The users contain information about personal IDs, e-mail, phone numbers and personal settings.

2.3 VIDA

VIDA is a complete VIDA application with access to all functions. The application is web-based, meaning that Internet access is required at all times. All information is stored online. VIDA includes service and parts information, diagnostics and software downloads.

2.4 Subscription

When ordering a subscription you choose a number of licenses.

All users must be added to VIDA Admin. They must be included in the subscription in order to use VIDA. For more information, *see chapter 3.3 The SUBSCRIPTION tab on page 17*.

2.5 Ordering a subscription

Continuous subscriptions are ordered via the sales company. Independent workshops can purchase time limited subscriptions in the web shop.

To order the first subscription, the information about a contact person must be specified. The contact person takes the role of IDM administrator and VIDA administrator. Username and password are sent via e-mail. The contact person adds new users first in IDM and then in VIDA.

2.6 Registration guide for VIDA

If a VIDA user does not have a valid subscription, the Registration guide for subscription link on the login page can be used to assign one of the available subscriptions in the dealership to the user. Alternatively, a VIDA Admin user can directly associate the user with a subscription.

A PIE client ID is automatically issued to the user after being associated to a subscription.

For a detailed description of how to register VIDA, *see chapter 4.5 Register VIDA on page 26*.

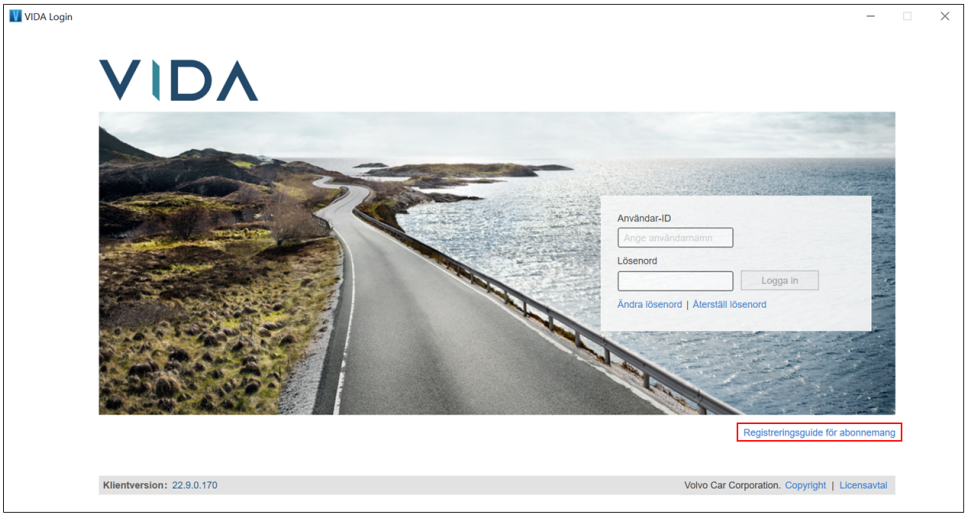

Fig. 1 Registration guide

2.7 TIE

TIE (Technical Information Exchange) is a Volvo Cars system used for reporting errors and distributing information. Whether or not a user has full access to the TIE system depends on which sales company the user belongs to. VIDA is adapted depending on the user's access to the system. Regardless of access to TIE, all VIDA users have read access to Technical Journals in TIE.TIE is accessed via a web browser.

Use the following URL: https://tie.volvocars.biz/.

VIDA Admin must be updated with the user's ID for a user to have contact with TIE. No additional log in is required when TIE is opened from VIDA.

2.8 PIE

PIE stands for Product Information Exchange. PIE is a Volvo Cars system for managing the software packaging for vehicles. When a VIDA user orders software, PIE is contacted in order to validate the order. Thereafter the order is packaged with the software required for the selected vehicle. The order is then electronically sent to VIDA for vehicle download.

2.9 NAS drive

It is possible to preload large software files and wiring diagrams used by all vehicles. This will reduce the time it takes to load these files into VIDA when a vehicle is at the workshop. A NAS (Network Attached Storage) drive that can be accessed by all VIDA clients in the workshop is needed to be able to preload the files.

The NAS drive path used to download the large software files to the NAS must be configured in VIDA Admin under the tab:
[Company Name] → Company information → Settings → NAS drive for large software.

The NAS drive path for preloading wiring diagrams also needs to be configured in VIDA Admin under the tab: [Company Name] → Company information → Settings → NAS drive for wiring diagrams.

For more information, *see chapter 3.1.3.3 NAS drive for large files on page 10*

2.10 DMS

DMS stands for Dealer Management System. A DMS can be connected to VIDA and makes it possible to, among other things, retrieve prices and stock status. For users who do not have access to a DMS, these functions are not visible in VIDA.

In order to connect a DMS to VIDA, the system of the DMS supplier must be compatible with VIDA.

VIDA can be integrated with different DMS. In VIDA Admin there are settings at organizational and user levels to enable secure integration between VIDA and an instance of a DMS.

A DMS typically supports invoicing, parts prices, work prices, customer information, vehicle information, time booking, etc.

Examples of different DMS used at Volvo dealerships are Kerridge, Bungert, ADP, Dracar+, Reynolds & Reynolds, TACDIS and XDMS.

For a step-by-step guide on how to set up a DMS in VIDA Admin, *see chapter 4.10 Enter settings in DMS on page 30*. Information must be given for both the company and user level in VIDA Admin.

2.11 IDM

Novell Identity Manager (IDM) is the security system for VIDA. The username and password used to log on to VIDA are created in IDM. The company must be registered and have a subscription to VIDA in order to add users. To log on to VIDA, the user must be set-up in both IDM and VIDA Admin.

For information and examples on how to use IDM, please see the *Novell Identity Manager Roles Based Provisioning Module 3.7 User Guide*.

The user guide can be found via the following link: http://www.novell.com/en-gb/documentation/idmrbpm37/pdfdoc/ugpro/ugpro.pdf.

2.12 Support

In the event of any problems with VIDA, help must be obtained in the following order:

1. VIDA Help documents. These are available in:
    - VIDA:
        - In VIDA, the help document is reached via the Help icon in the lower right part of VIDA or by pressing [F1] on the keyboard.
    - Dealer Development Platform (applies to dealers)
      http://ddp.volvocars.biz
    - Workshop Support Guide (applies to independent workshops)
      http://workshopsupportguide.volvocars.biz
2. Local VIDA Administrator.
3. Support at local sales companies.

3 INTRODUCTION TO MAIN FUNCTIONS IN VIDA ADMIN

VIDA Admin is navigated using tabs. The tab for the uppermost level is given the company name. It serves as a collective tab for the other tabs. In the examples in this document, the company is called "EXAMPLE DEALER".

There are five tabs under the collective company tab:

- COMPANY INFORMATION
- USER
- SUBSCRIPTION
- OPERATIONS AND PACKAGES
- DEVICE

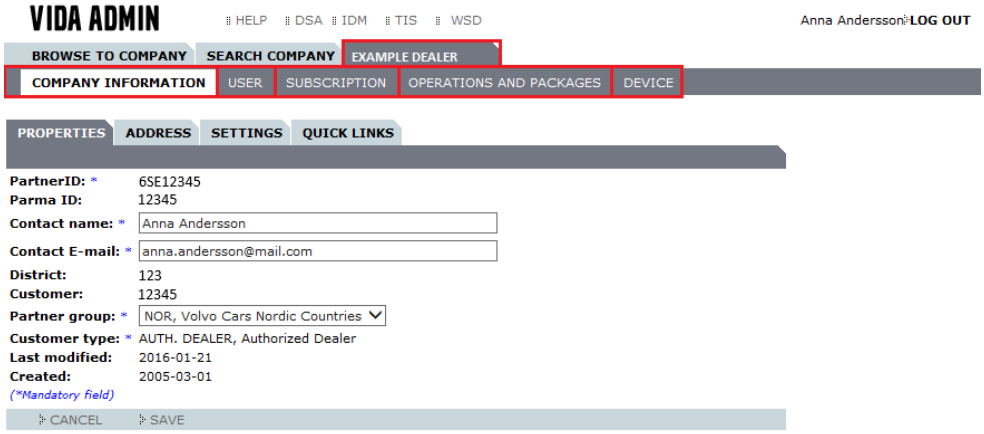

Fig. 2 Navigation for dealerships in VIDA Admin

Navigation for dealers with many workshops

A hub is a dealership that is an administrator for other dealerships. The company structure in VIDA Admin is hierarchical with the hub at the top. The dealerships are listed below the hub. Navigation follows the company structure hierarchy.

An administrator at a company is called the VIDA administrator. The VIDA administrator can only administrate the company to which he/she belongs. The hub administrator can administrate their own company and all other companies listed below the hub in the company structure.

The hub administrator selects which of the companies under the hub they wish to work with. A hub administrator can, in principle, perform the same tasks as the VIDA administrator.

3.1 The COMPANY INFORMATION tab

Information about the company is placed under the COMPANY INFORMATION tab. The information is divided into four sub tabs:

- The PROPERTIES tab
- The ADDRESS tab
- The SETTINGS tab
- The QUICK LINKS tab

3.1.1 The COMPANY INFORMATION / PROPERTIES tab

This tab contains information about, among other things, contact e-mail and partner groups. In order to save the information, all mandatory fields must be filled in under the PROPERTIES tab. The mandatory fields are marked *.

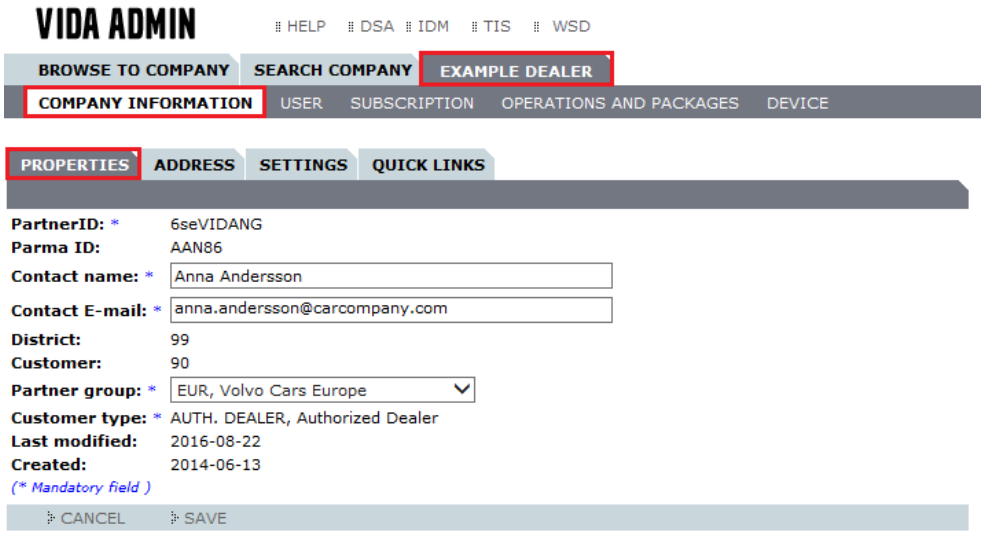

Fig. 3 The COMPANY INFORMATION / PROPERTIES tab

3.1.2 The COMPANY INFORMATION / ADDRESS tab

This tab contains information about, among other things, the name, address and phone number of the company.

The mandatory fields are marked *.

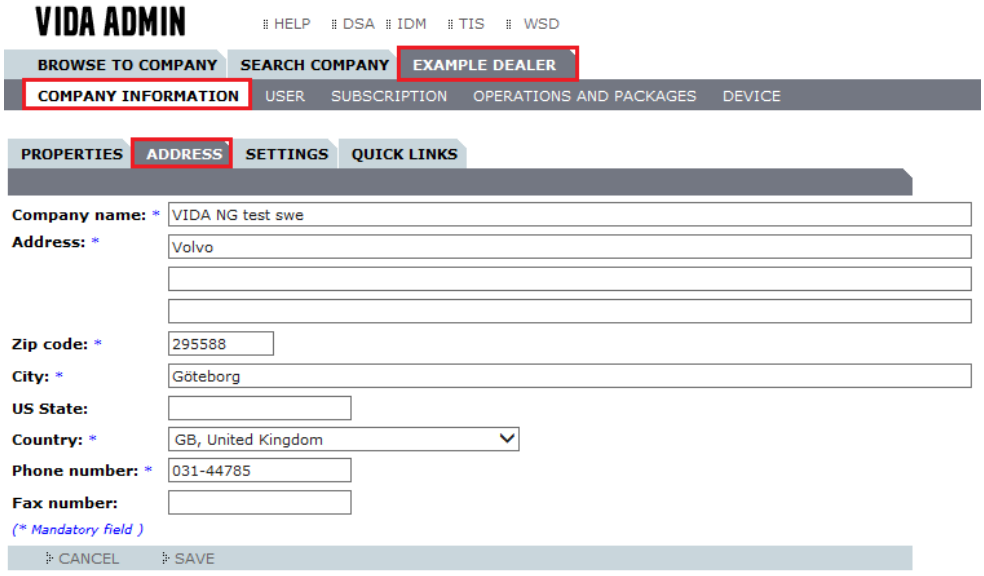

Fig. 4 The COMPANY INFORMATION / ADDRESS tab

3.1.3 The COMPANY INFORMATION / SETTINGS tab

This tab contains various settings to be configured for the company.

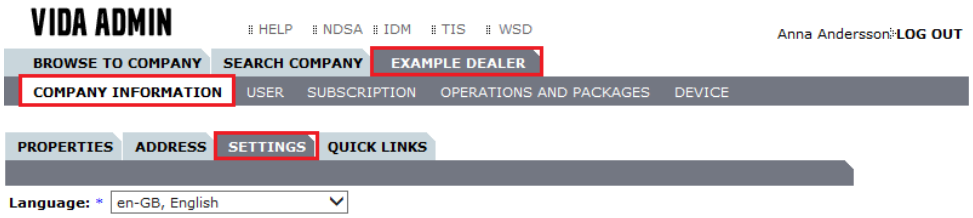

Fig. 5 The COMPANY INFORMATION / SETTINGS tab

On this tab you can, among other things, change settings for the following:

- Language
- Work list settings
- Dealer Print Settings
- NAS drive for large software
- NAS drive for wiring diagrams
- LAN vehicle discovery

3.1.3.1 Work list settings

Each market can set their own default starting number for the work list's job numbers. By ticking the Auto increment checkbox the job numbers will configure automatically for each line added to the work list.

3.1.3.2 Dealer Print Settings

Here VIDA administrators are able to set print settings for work lists, quotations and checklists in VIDA. The logotype uploaded here is placed in the upper right corner of the printouts. The footer fields are placed on the printout as indicated in the example below.

Footer fields printout example:

Field 1	Field 2	Field 3	Field 4	Field 5
Value 1	Value 2	Value 3	Value 4	Value 5

3.1.3.3 NAS drive for large files

A NAS (Network Attached Storage) drive is a dedicated file storage device that can store data, for example large software and wiring diagram files, within the local network. These types of files can be preloaded onto the NAS drive. Using a NAS drive enables every VIDA client in the same network to access the data stored on it.

Note

A genuine NAS device should be used in order to get high availability. Do not use an ordinary desktop or laptop computer, since they risk becoming unavailable within the network.

Large software and wiring diagrams only have to be downloaded once to the NAS drive and can subsequently be transferred between the NAS drive and the VIDA workstations.

The NAS drive needs to be correctly connected to the network in the workshop. It is necessary to specify the path to the NAS drive in VIDA Admin.

Note

Do not use an IP address as the path to the NAS drive since the IP address might change. Instead use a UNC path, which will remain the same regardless of IP address.

Configure the NAS drive path used for large softwares:

1. Select the [COMPANY NAME] tab
2. Select the Company information tab
3. Select the Settings tab
4. Locate the NAS drive for large software field
5. Enter the path in the following format: \\UNCpath\SubFolderIfNeeded\
   See example below:

Configure the NAS drive path used for wiring diagrams:

1. Select the [COMPANY NAME] tab
2. Select the Company information tab
3. Select the Settings tab
4. Locate the NAS drive for wiring diagrams field
5. Enter the path in the following format: \\UNCpath\SubFolderIfNeeded\
   See example below:

Verify the connection to the NAS drive in VIDA

When the settings in VIDA Admin are configured, log on to VIDA. Make sure that all VIDA clients in the workshop can connect to the NAS drive and have full access (read/write/edit) to it. It is the user ID that is used when logging on to the VIDA client that must have full access to the NAS drive.

Activate Preload Large Software and Preload Wiring Diagrams functions

In VIDA, under Manage Settings → Network the functions Preload Large Software and Preload Wiring Diagrams can be turned On or Off. Here it is possible to set the time interval during which the VIDA client downloads the large files and/or wiring diagrams to the NAS drive.

The setting for the scheduled preloading is user-specific and will be present on all VIDA clients that the user logs on to. The scheduled time for the download needs to be set in 24 hour format.

In order to prevent a high load on the local network during work hours, set a time interval for the download that is outside your normal working hours. For example 18:00–06:00, but not later than 21:00–06:00. The start time for the scheduled download has to be within 4 hours after logging onto the VIDA client, since the VIDA client will time out after 4 hours of inactivity.

3.1.3.4 LAN vehicle discovery

This is an instruction on how to set the configuration for making it possible for VIDA to discover VDS protocol-based vehicles over LAN subnets. These configurations must be performed by the workshop's local IT technician or IT partner. Before performing the configuration you have to order the Volvo Cars Global Wi-Fi Service and install the necessary access points. For information on how to order the Volvo Cars Global Wi-Fi Service, please contact you national sales company.

How to know if the configuration is required

Whether or not a workshop needs this configuration depends on the IT infrastructure the workshop is using. The configuration **is required** when VIDA and vehicles exist in different sub networks.

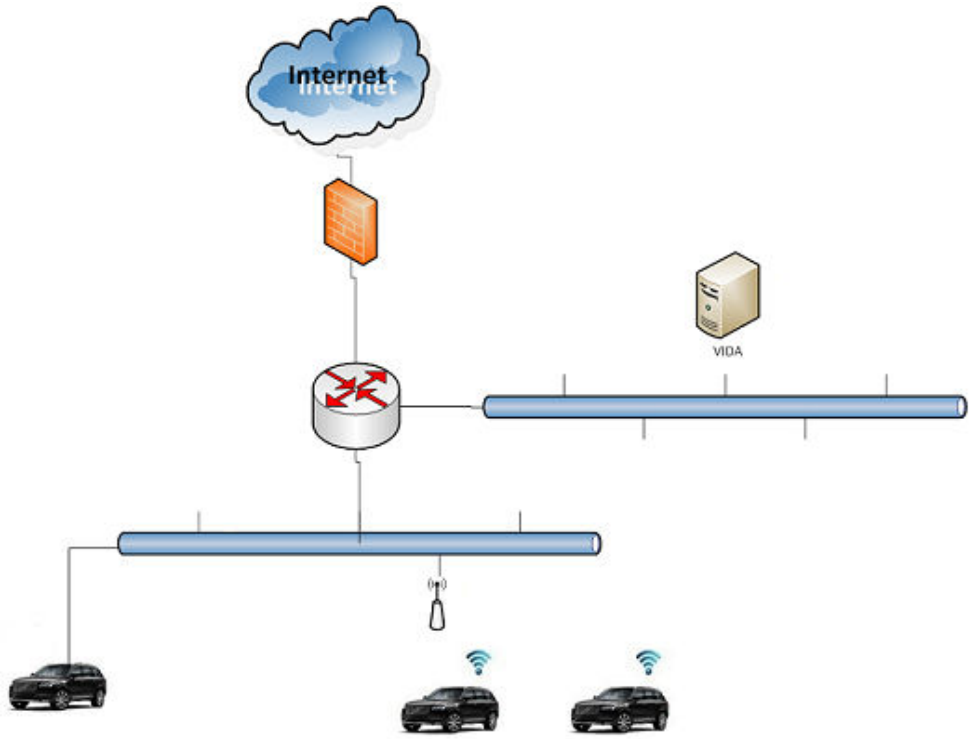

Fig. 6 Routed network with VIDA and vehicles in different sub networks

VIDA and vehicles in the same sub network **does not** require any configuration.

Note

These configurations are not visible to independent operators.

How to set the discovery of vehicle over LAN subnets configuration

1. Log in to VIDA Admin.
2. Click the [COMPANY NAME] tab.
3. Click the Company information tab if it is not already selected

4. Click the Settings tab.

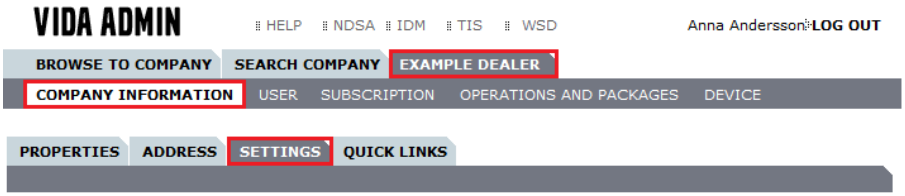

Fig. 7 Settings tab

5. To enable the LAN vehicle discovery configurations in VIDA Admin, tick the box **VIDA clients and vehicles exist in different IP subnets**.
6. Locate the subnet configuration fields.

   VIDA can discover vehicles using two different methods:

1. Sequential scanning	This method always works.
2. Directed broadcast	This method has better performance in LANs where routers support subnet directed broadcasts.

7. Select a method. Make sure that you specify which method should be used for each subnet.

   - When selecting the sequential scanning method, the **From** and **To** fields must be populated.
   - When selecting the directed broadcast method, the **Broadcast address** field must be populated.

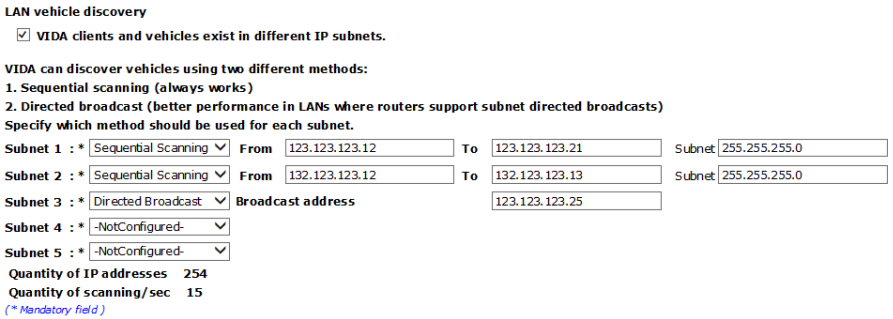

Fig. 8 LAN vehicle discovery. Above IP addresses are just an example.

Note

You are able to add a maximum of five IP subnet specifications.

Note

In VIDA, under ≡ Manage Settings → Network, the configurations are displayed as read-only. You are not able to change the configuration settings in VIDA. The data is fetched from VIDA Admin, where the changes also are made.

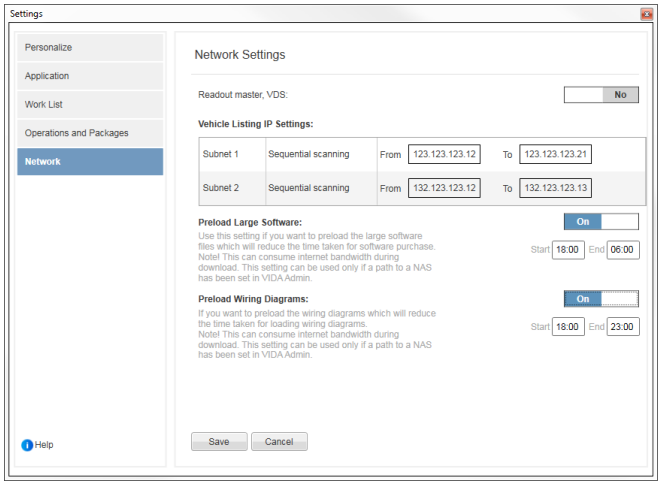

Fig. 9 Network configuration settings in VIDA (read-only). Above IP addresses are just an example.

3.1.4 The COMPANY INFORMATION / QUICK LINKS tab

In VIDA, quick links can be added by the user or in VIDA Admin by the VIDA administrator for a specific company. Links can be external links provided by Volvo Car Corporation, company specific links or user specified links to certain web pages as well as internal links to functions in VIDA.

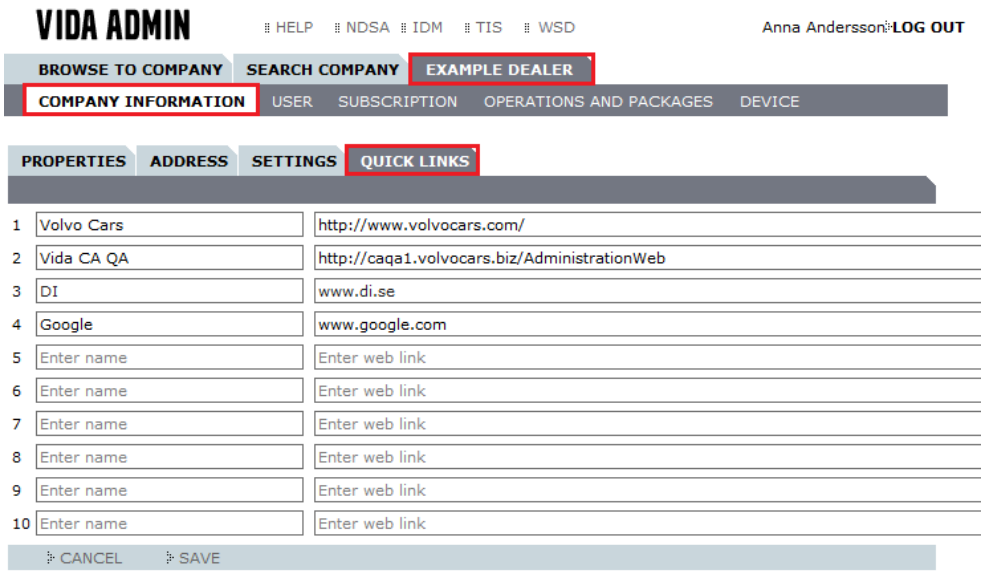

Fig. 10 The COMPANY INFORMATION / QUICK LINKS tab

3.2 The USER tab

The company's users are managed under the USER tab. To work with the information for a user, click on the user's name in the list of all users to the left. Once a user has been selected from the list, information about the user is shown on the right-hand side of the user list.

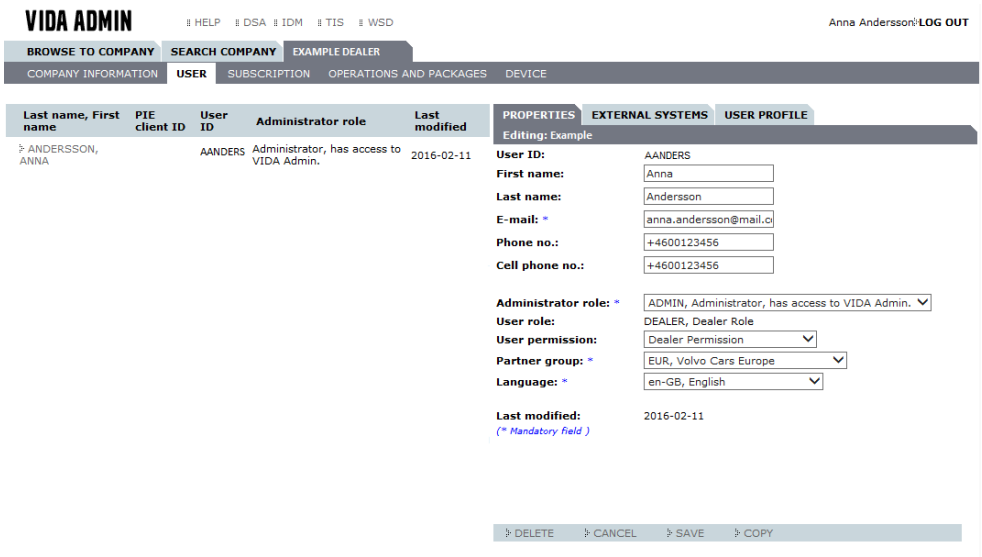

Fig. 11 User information

The information about the user is divided into three sub tabs:

- PROPERTIES contains information about user ID, first and last name, e-mail, user role etc.
- EXTERNAL SYSTEMS contains information about other systems that VIDA connects to in certain cases, such as TIE and DMS.
- USER PROFILE contains information about what the user has access to in VIDA, i.e. which information types, models and functionalities.

NOTE

After changing user information, the user must log in to VIDA in order for the changes to take effect immediately.

3.2.1 The PROPERTIES sub tab

In order to save the information, all mandatory fields must be filled in under the PROPERTIES sub tab. The mandatory fields are marked with an asterisk (*).

Use the username from IDM. The username must be unique to each VIDA user. If a user has already been named, a new name must be created in IDM before the new user is registered.

Specify at least the first and/or last name. Even though they are not mandatory, problems may occur when setting up the subscription if they are not specified. An e-mail address and telephone number must be specified for users with administration rights so that the support function can reach them.

Select ADMIN as administrator role if the user is to administer other users, VIDA installations and subscriptions. Otherwise, or if something is unclear, select USER. The administrator role can always be changed if needed. Only users with the ADMIN role can log in to VIDA Admin. Also, select the correct partner group.

Select the most suitable description of the person's work tasks as user role.

The language selected is used for both the system and information. The default language is set by an administrator in VIDA Admin. It is also possible to manage language settings in the VIDA application.

A user can be added by clicking the CREATE NEW button in the lower left part of the screen. For further information, *see chapter 4.3 Add user on page 23*. It is also possible to remove a user by clicking the DELETE button in the lower part of the screen. For further information, *see chapter 4.12 Remove a user on page 32*.

NOTE

If a user is removed from VIDA Admin, also remove the user from IDM.

3.2.2 The EXTERNAL SYSTEMS sub tab

The EXTERNAL SYSTEMS sub tab contains information about other systems that VIDA connects to in certain cases, such as TIE (Technical Information Exchange) and DMS (Dealer Management Systems).

Among other things, the user can enter the personal user ID for TIE. This makes it possible to open TIE from within VIDA.

Under Monitoring Volvo On Call, access levels can be controlled by marking items and clicking ADD or DELETE. By default, users have all access levels - this is currently required in order to access Monitoring Volvo On Call. In the future, different access levels may affect what parts of Monitoring Volvo On Call the user can access.

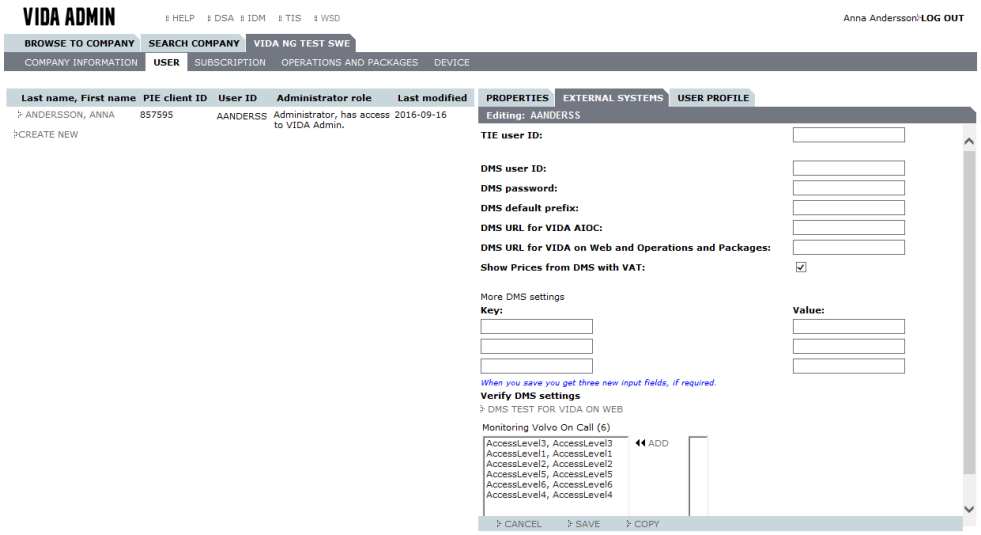

Fig. 12 The EXTERNAL SYSTEMS sub tab

3.2.3 The USER PROFILE sub tab

The USER PROFILE sub tab is used to set the user's authorization to the information.

The user profile affects the user's license key. License keys are created in a background process so that the user can continue working whilst a key is being created. If the user profile is changed and saved, the information changes. The license key is only updated if the *Generate new license key* checkbox is ticked when the user profile is saved.

The tasks are divided into three groups; *Available information types*, *Included models* and *Included functionality*.

There are two lists for each group. The left list contains what the user is allowed to do and the right list contains what the user is not allowed to do. Items can be moved between the left/right-hand lists to control access to information types, models and functionalities by marking items and clicking the ADD or DELETE button. Use the [Shift]/[Ctrl] keys to mark several items at a time.

- In the list covering *information types*, you can set up which types of documents the user should be able to see. For example, you can control which users that can read bulletins.
- In the list covering *models*, you can specify if there are certain models that the user does not need to have access to. If you remove a model, the user will not see any information regarding this model.
- The last list covers *functionalities*, used to set up what the user should be able to do in the system. For example, you can control if a user is allowed to order software. The link FURTHER INFORMATION... opens a new window with a description of the different options in this list. The new window can be kept open in order to facilitate finding the information about the options, whilst filling in the functionalities to be included.

These lists give e.g. a technician that is specialized in certain areas or models the possibility to filter out information that they require and do not require.

Save the information. Without saving, the new user is not added. Before the information is saved, it is always possible to click CANCEL to discard the change. You will get a message when the information is successfully saved.

3.3 The SUBSCRIPTION tab

The company's subscription(s) is managed under the SUBSCRIPTION tab. The subscription(s) of the company are given here. The following sub tabs are displayed by marking a subscription:

- PROPERTIES shows e.g. the number of licenses, the type of subscription and the start date.
- USER shows which users have access to the subscription.
- CONTENTS displays the content of the subscription.
- MODEL GROUPS display the models included in the subscription.

Changes can be made for each subscription under these tabs.

For authorized Volvo dealers, VIDA is not divided into different subscriptions - every subscription includes parts and service information, diagnostics and software download.

For independent operators VIDA is possible to subscribe to in the following package combinations:

Package combination	Parts information	VIDA Package IO	Standard times
1		x	x
2		x	
3	x		x
4	x		

For independent operators in **China**, VIDA is possible to subscribe to in the following package combinations:

Package combination	Parts information	Service information	Diagnostic workflow/ Wiring diagrams	Software order and download	Standard times
1	x	x	x		

Read out is not included in Diagnostic workflow/Wiring diagrams.

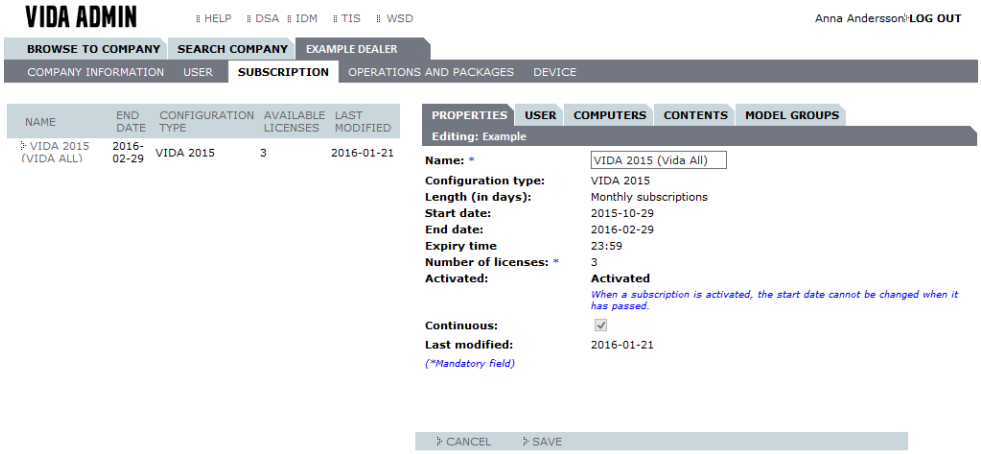

Fig. 13 Information about the subscription

3.3.1 Changing and canceling the subscription

Dealers

A subscription is renewed automatically at the end of the period. The company does not need to take any action to renew the relevant subscription before it expires.

Changing the number of licenses in the subscription is carried out by the local sales company.

Contact the local sales company to cancel a subscription.

Independent workshops

A time limited subscription ends when the end time is reached. The subscription can be extended by updating the subscription (*see chapter 2.12 Support on page 7* for more information).

3.4 The OPERATIONS AND PACKAGES tab

The company's Operations and Packages settings are managed under the OPERATIONS AND PACKAGES tab. All markets have this tab enabled, but it is only applicable for those that are using Operations and Packages. There are two sub tabs:

3.4.1 The FICTIVE PART NUMBER sub tab

The FICTIVE PART NUMBER sub tab, contains information used to map the fictive part numbers in GPSS to the dealers' local part numbers. The fictive part numbers are used for oils and other lubricants. Lubricants are not included in Volvo Car's parts catalog, since different dealers in different markets use different suppliers for oils and other lubricants. Instead, the fictive part numbers are used, which are mapped to local part numbers for each dealer.

On this sub tab in VIDA Admin, each dealer can enter the mapping between the fictive part numbers and the local part numbers, including a price and a locally defined description. This mapping table is used in Operations and Packages, to show the local part numbers and descriptions for packages that include fictive part numbers.

The following fields are presented in a table:

Fictive part number – The GPSS fictive part number.
Local part number – The dealer's local part number.
Price – The price of the fictive part.
Description – The dealer's local description (defined by the dealer).
Last modified – Date when the last change was made.

By clicking a fictive part number, the PROPERTIES sub tab is expanded, where each field can be edited.

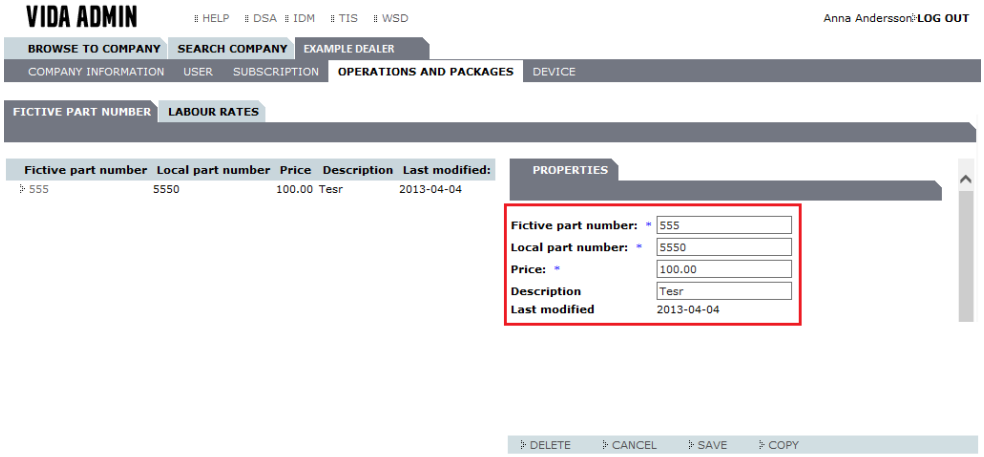

Fig. 14 Fictive part numbers

3.4.2 The LABOR RATES sub tab

The LABOR RATES sub tab is used to define different labor rates. The LABOR RATES are used in Operations and Packages to calculate the labor cost for operations for users that do not have a DMS interface configured. In Operations and Packages, the end-user can select the different LABOR RATES defined here, using a drop down menu. If the dealer has a DMS interface, this page can be left empty. There is no definition of what currency that is used. The local currency should be used.

3.5 The DEVICE tab

In VIDA, licenses are tied to a user rather than a device. However, a user needs to have their device approved by the VIDA Administrator in VIDA Admin. Under the DEVICE tab it is possible to see details regarding users' computers. It is also possible to set approval status of computers.

A computer can be assigned one of the following three statuses:

- APPROVED

  The computer can be used to access VIDA.
- REGISTERED

  The computer can not be used to access VIDA. This status is automatically assigned when no other action has been taken.
- REJECTED

  The computer can not be used to access VIDA.

3.6 Links to help file, IDM and web shop

Fig. 15 Links

There are links for quick navigation at the top of the window. These are:

- Link to the help document for VIDA Admin.
- Link to the IDM system. The users can, for example, change password here, and IDM administrators can manage the User IDs.
- Link to a web shop (not shown for all users). Different links for different markets and customer categories. Examples of web shops are Volvo Technical Information Shop (TIS) and Volvo Tech Info (Techinfo or VTI). Volvo Tech Info is for North American users.
- Link to Workshop System Dashboard (WSD). WSD is an information analysis tool intended to be used by Volvo Car Corporation and Volvo Sales Companies.

4 EXAMPLES

4.1 Select dealership (applies to dealership hubs)

4.1.1 Navigate to dealership

The hub administrator first selects a company to work with. To choose your own company, click on the tab with the company name. Only new administrators must be added to the hub. A hub must not have subscriptions. Follow the procedure described below to choose a dealership.

1. To work with a dealership select the BROWSE TO COMPANY tab.
   → Accessible dealerships are shown in the list. The dealerships are sorted by company name. The list can also be sorted by PartnerID by clicking the list heading **PartnerID**.

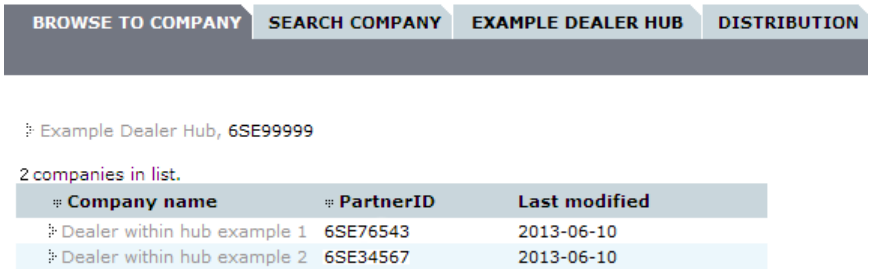

Fig. 16 Navigate to dealership

2. Click on a dealership in the list to view its information.
   → The information is specified after the selected company.

Repeat this procedure to select another dealership.

4.1.2 Search for dealership

The search function can be used to quickly find PartnerID or to find out which company a user belongs to.

The search function refers to the companies that the hub administrator has rights to. The company located under the dealership and that the hub administrator does not have rights to will not be shown in the results list, even if the search terms correspond.

1. Click the SEARCH COMPANY tab.
   → The search function is displayed.

2. In the drop-down menu **Search**, choose how to carry out the search.
   The following search terms are available:

   - GUID
   - Company Name
   - Partner ID
   - User ID*
   - Computer name
   - PIE client ID
   - Country
   - Customer Type
   - Delivery Type
   - Distribution Type
   - District & Customer
   - Partner Group
   - Phone Number
   - User Email*
   - User name
   - WebShop Transaction ID

   * Searching can be carried out with attributes that belong to an individual user. The result does not, however, show the user, only the company.

3. Enter the search word in the **Search for** field.
   Asterisk (*) can be used as a wildcard character "*abc" searches for text that ends with abc. "*abc*" searches for text containing abc. "abc*" searches for text starting with abc.

4. Select how to sort the search results in the **Sorting field** drop-down menu.
   Sort by:

   - Company Name
   - Country Code
   - Customer Type
   - PartnerGroup
   - PartnerId

5. Click SEARCH.

   → The search result is shown below the search field. The result is displayed in the form of a list of the companies that match the search criteria. If the maximum number of hits are exceeded a message is shown.

   The list of companies is supplemented with quick links for each first letter of the company name. Click on a quick link to scroll the result list to the first company starting with that letter.

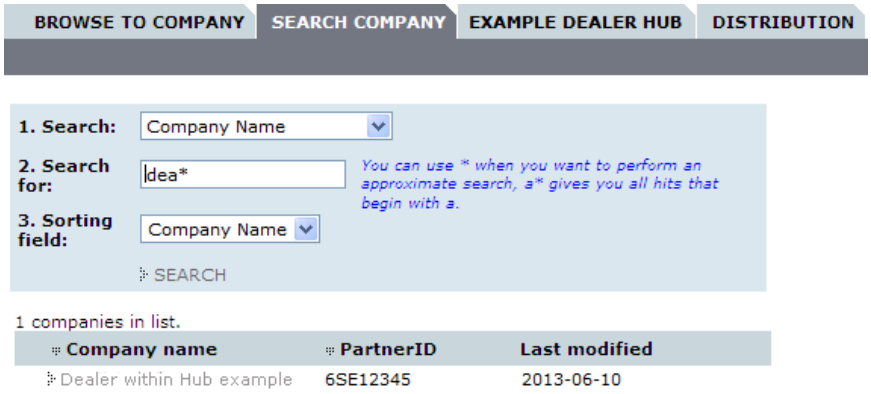

Fig. 17 Search company

6. Select company by clicking on the company name in the result list.

   → The company's tab opens.

4.2 Checklist to get started with VIDA

1. Make sure that the computer is connected to the internet. An internet connection is needed at all times when using VIDA.
2. Make sure that Internet Explorer is installed on the computer.
3. Download and run the VIDA installation package.
4. Follow the instructions from the VIDA installation wizard.
5. After installing VIDA, a desktop icon to the application is created. Start the application once in order for the installation to finalize. This step does not require any administrator rights on the computer.
6. Add more VIDA users, *see chapter 4.3 Add user on page 23*.
7. Register the computer, *see chapter 4.5 Register VIDA on page 26*.

   → VIDA is ready to use.

4.3 Add user

The username and password created in IDM is used to log in to VIDA. The user must be set-up in both systems in order to log in. The company and the first user is set-up by Volvo Cars centrally.

1. Check if the new user has a username in IDM or a Volvo Cars user ID.

   If the new user already has a username in IDM or a Volvo Cars user ID the new user does not need to be created in IDM. Go directly to VIDA Admin and add a new user, using the existing username, see step 8. Otherwise, continue according to step 2.
2. Log in to IDM.
3. Click Create a New UserID and add a new user in IDM.

   For a description of IDM and a link to its user guide, *see chapter 2.11 IDM on page 7*.

4. Fill in the fields. Fields marked with an asterisk (*) are mandatory. Do not use any special characters.
5. Click Submit.

   → Response page from IDM is shown.

   NOTE! Note the assigned username and password.
6. Repeat this operation to add more users. Otherwise or when all users are added, click Finished.
7. Logout from IDM.
8. Log in to VIDA Admin.
9. Select the USER sub tab.
10. Click CREATE NEW or select an existing user and click COPY.

    → If CREATE NEW is selected a blank form is displayed.

    If COPY is used, most fields are filled with the values of the copied user except for ID and name fields. The COPY function can advantageously be used when several users with similar information are to be created.
11. Fill in the fields in the PROPERTIES tab. Use the username from IDM.

    Select whether the user is a User or Admin. A language must be selected in order to proceed.

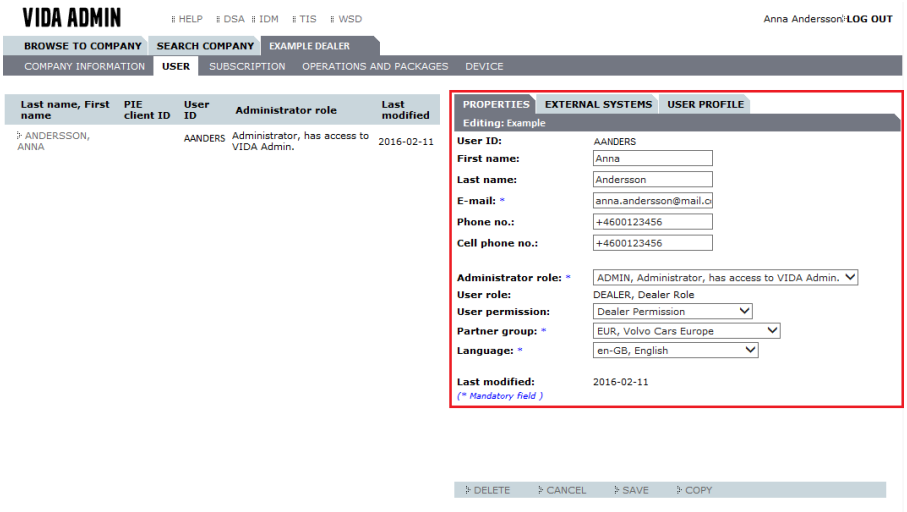

Fig. 18 Properties

12. Select the EXTERNAL SYSTEMS sub tab.

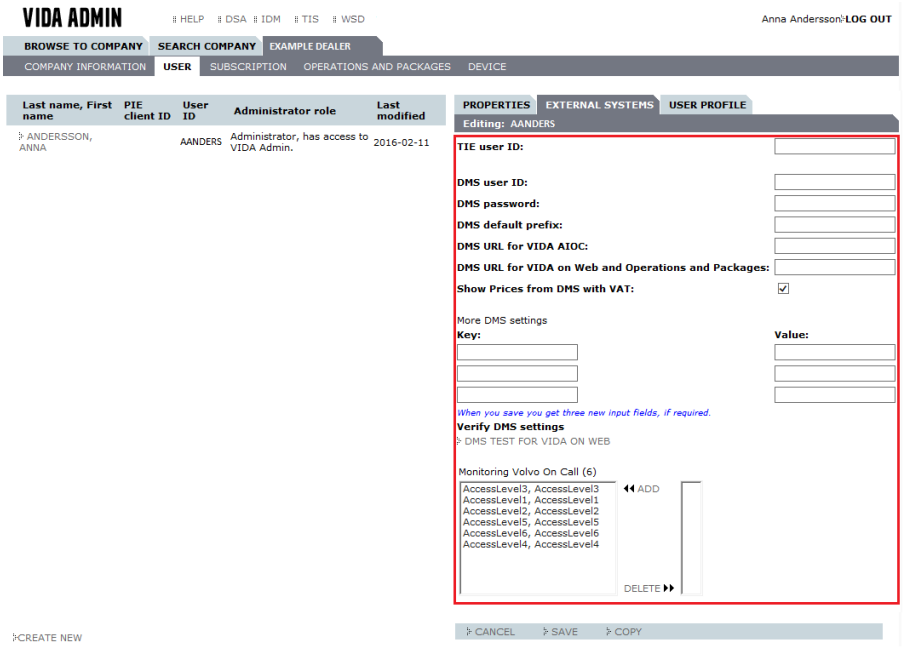

Fig. 19 External systems

→ For more information on how to fill in the fields, *see chapter 4.10 Enter settings in DMS on page 30* and *chapter 4.11 Settings for TIE on page 32*.

13. Select the USER PROFILE sub tab. Remove the information types that the user does not require access to.

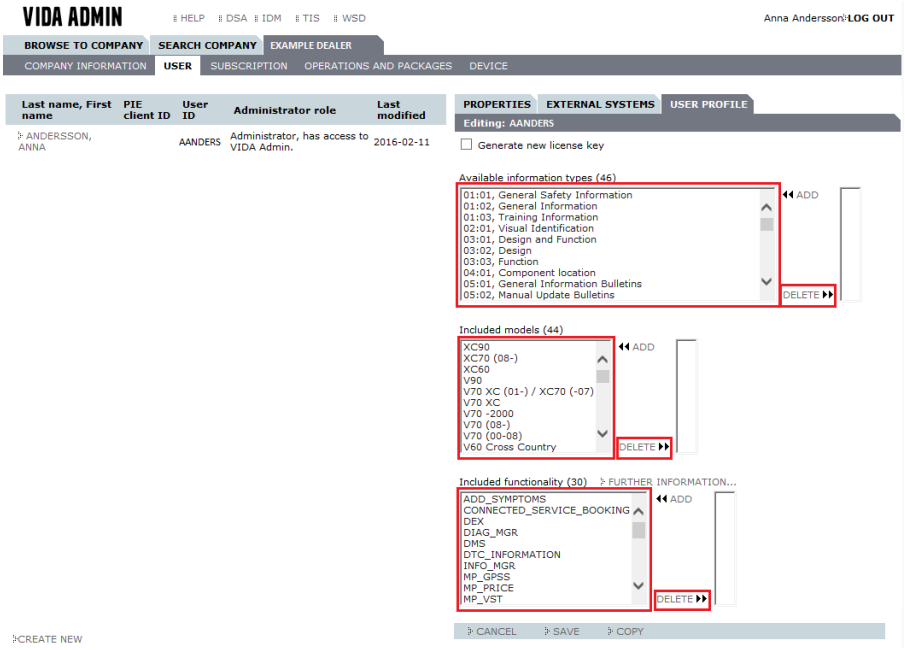

Fig. 20 User profile

14. Click SAVE.

→ The tasks are saved. The user must be included in a subscription in order to use VIDA.

15. Log out.

4.4 Add user for Volvo Cars app (VOC Access) only

This procedure describes what to do when a user only needs access to the Volvo Cars app functionality in VIDA.

1. In VIDA Admin, the NSC/dealership adds a new Volvo Cars app user without VIDA license. Please *see chapter 4.3 Add user on page 23*.
2. The new Volvo Cars app user downloads the VIDA prerequisites installation package from this location: http://vidainstaller.volvocars.biz/client-installer/VIDASetup.exe.
3. The VIDA Admin administrator approves the device used by the new user.
   → The new user can log on to VIDA and will be able to use the Volvo Cars app functionality. To access the functionality, the miscellaneous menu is opened by clicking the ≡ icon in the top right corner of VIDA.

4.5 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.
2. Click Registration Guide for Subscription.
   → 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
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 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 the device approved by the VIDA Administrator in VIDA Admin. For further information, *see chapter 3.5 The DEVICE tab on page 19*.
   → After having the device approved, the user can now log in to VIDA.

4.6 Activate subscription and include the user in the subscription

Activation of the subscription is carried out once VIDA is installed. Note that a continuous subscription is normally activated from the start but that time limited subscriptions must always be activated.

1. Log in to VIDA Admin and select the SUBSCRIPTION tab.
   → A list with the company's subscriptions is displayed.
2. Click on the subscription to be activated.
   → Information about the subscription is now shown to the right of the list of subscription(s).

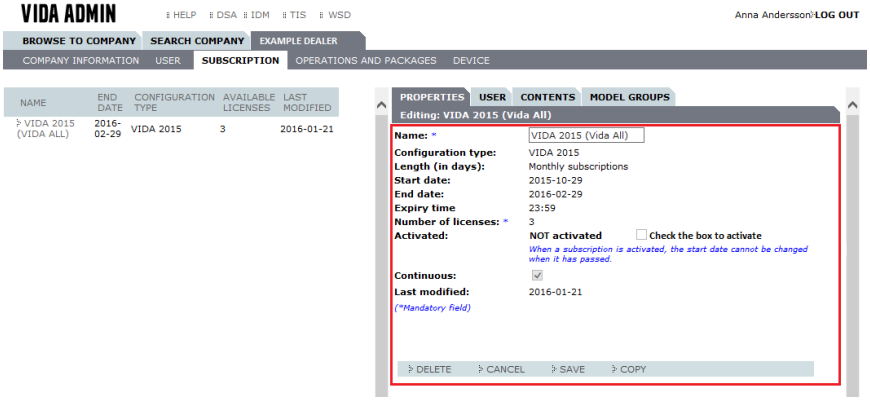

Fig. 21 Not activated

3. Check if the subscription is activated or not. The subscription is not activated if there is a check box for activation.
4. Check the activation box and save.
   → The subscription is activated.
5. Select the subscription again in the list to the left.
   → The start and end date are displayed.

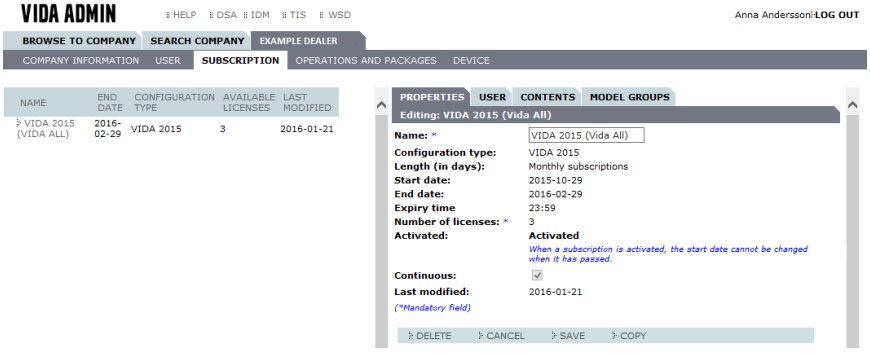

Fig. 22 Activated

6. Log out.
   → VIDA Admin exits when logging out.
7. Log in to VIDA.

4.7 Add or remove users from a subscription

This procedure describes an alternative way to add a user to a subscription, instead of using the registration guide.

1. Select the SUBSCRIPTION tab and select the subscription to which the user is to be included.
2. Select the USER sub tab.
   → Company users that are included in a subscription are shown in the left-hand list. Users not included in the subscription are shown in the right-hand list.

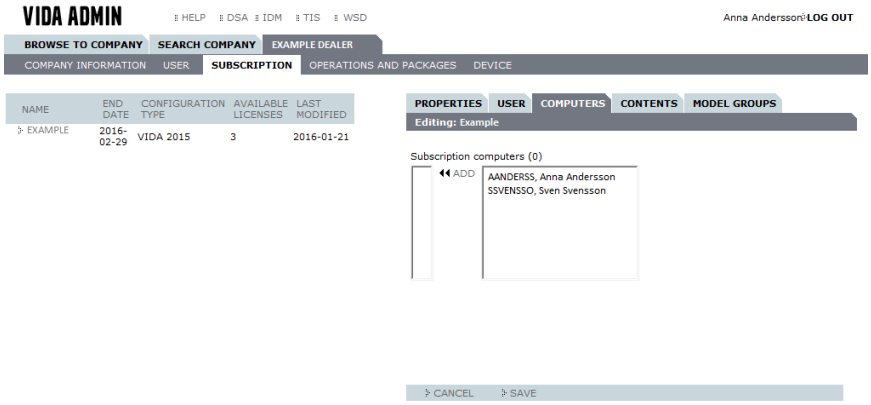

Fig. 23 Add or remove users

3. Mark the user to be added and click the ADD button.
   → The user is transferred from the right list to the left list.
4. To remove a user from the subscription, select a user in the left-hand list by clicking and click the DELETE button.
   → The user is transferred from the left list to the right list.
5. Click SAVE, log out and close the window.
   → Added users can now log in to the VIDA client associated to the subscription.

NOTE

To use VIDA, the computer needs to be connected to the Internet at all times.

4.8 Installing partner group

1. Log in to VIDA Admin.
2. Select the COMPANY INFORMATION tab.
   → A page with setting options at company level is displayed.

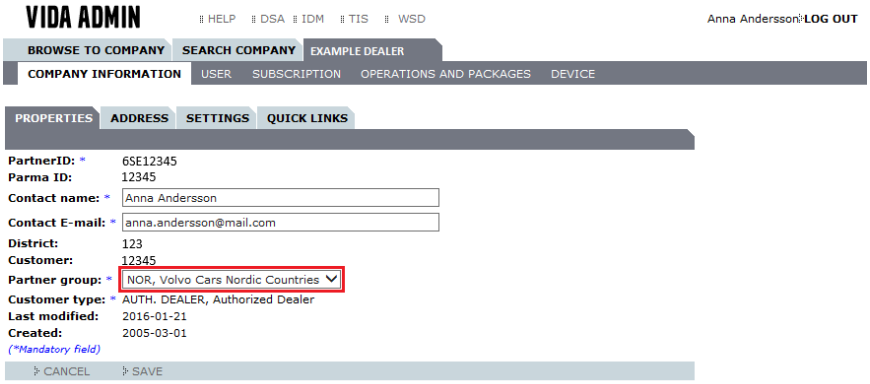

Fig. 24 Installing partner group

3. Select Partner Group in the drop-down menu.

NOTE

Partner Group is a setting at company level and affects all users.

4. Click SAVE.
   → The changes are saved.
5. Single users can have a different setting to the company. Go to the USERS tab.
   → A list of users is displayed.
6. Select the user that is to have a different partner group to the company.
   → User information is displayed.
7. Select the PROPERTIES tab.
   → The tab where partner group can be set is displayed.

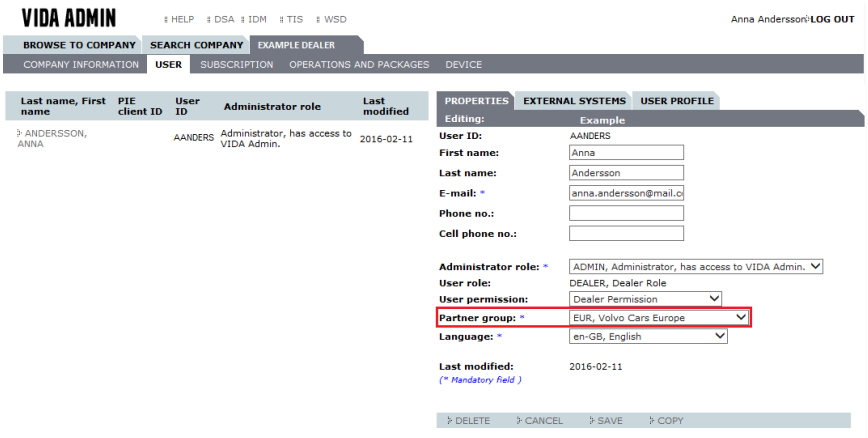

Fig. 25 Installing partner group

8. Select new partner group, confirm and select to SAVE.
   → The information is saved.
9. Log in to VIDA.

4.9 Changing language

1. Log in to VIDA Admin.
2. Select the USER tab.
   → A list of the company's users is displayed.
3. Click the user in the list that you want to change language for.
   → A page with user information is displayed.

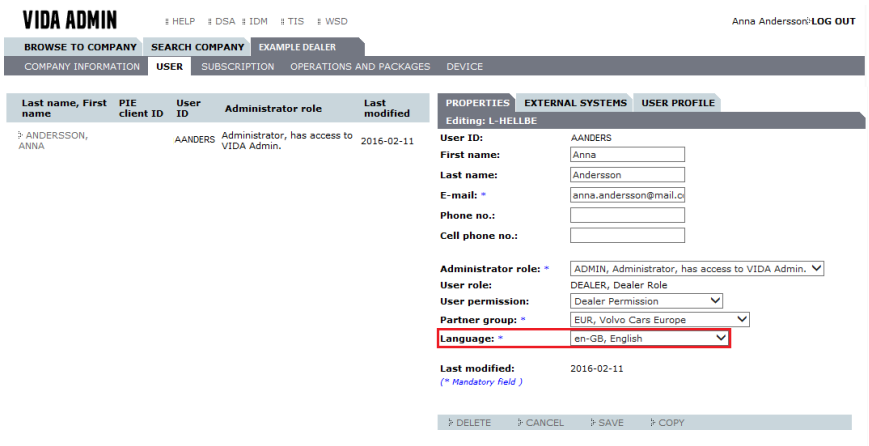

Fig. 26 Changing language

4. Select a language from the drop-down menu.

Note

Language is a personal setting. A change only affects that particular user.

Note

In VIDA the user can change language directly in the application, overriding the default language set in VIDA Admin.

5. Click SAVE.
   → The changes are saved. It can take a couple of minutes before the change takes effect.
6. Log into VIDA.
   → The new language settings are retrieved.

4.10 Enter settings in DMS

These settings can vary from market to market. Contact your local sales company for information.

1. Log in to VIDA Admin.
2. Select the COMPANY INFORMATION tab.

3. Select the SETTINGS sub tab.
   → Settings information is displayed.

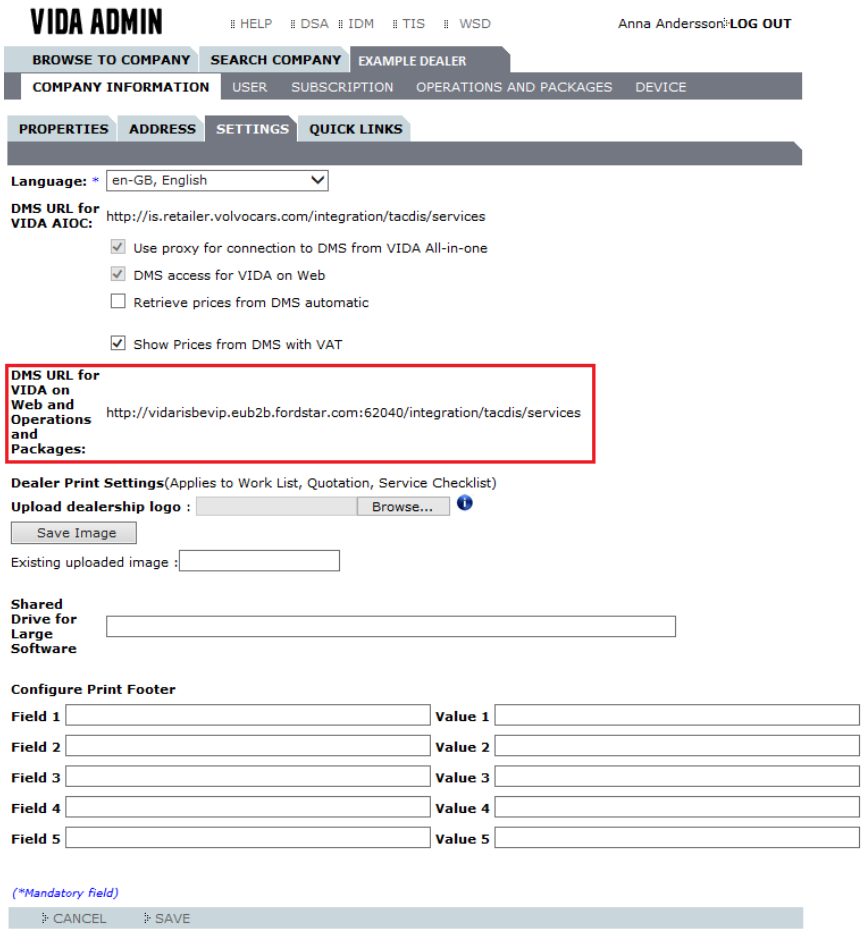

Fig. 27 Enter settings in DMS

4. Enter the web address for the DMS used in the field for DMS URL.
   The web address must be supplied by the company representative (often the local sales company) for the interface between VIDA and the DMS used.
5. Specify whether VIDA is to use proxy settings for the DMS connection.
6. Click SAVE.
   → The company changes are saved.
7. Select the USER tab.
8. Select the user by clicking on the name.
9. Select the USER tab and then click the EXTERNAL SYSTEMS sub tab.
   → External system options are displayed.
10. Enter username and password for the DMS.
11. Set DMS prefixes. If you do not know the prefixes, contact the organization responsible for the DMS. The prefix is needed to be able to handle different brands within a DMS. This should normally be a prefix associated to Volvo Cars.

12. Enter DMS license keys. These are given so that VIDA and the DMS can communicate over a network. The key describes an attribute and the value that each key is assigned. The keys must be supplied by the company representative for the interface between VIDA and the DMS used.
13. Click SAVE.
    → The changes are saved.

4.11 Settings for TIE

1. Select the USER tab.
2. Select the user by clicking on the name.
3. Click the USER EXTERNAL SYSTEMS tab.
4. Enter the user's personal username for TIE. This makes opening TIE easier and faster. VIDA opens TIE with the user's profile.

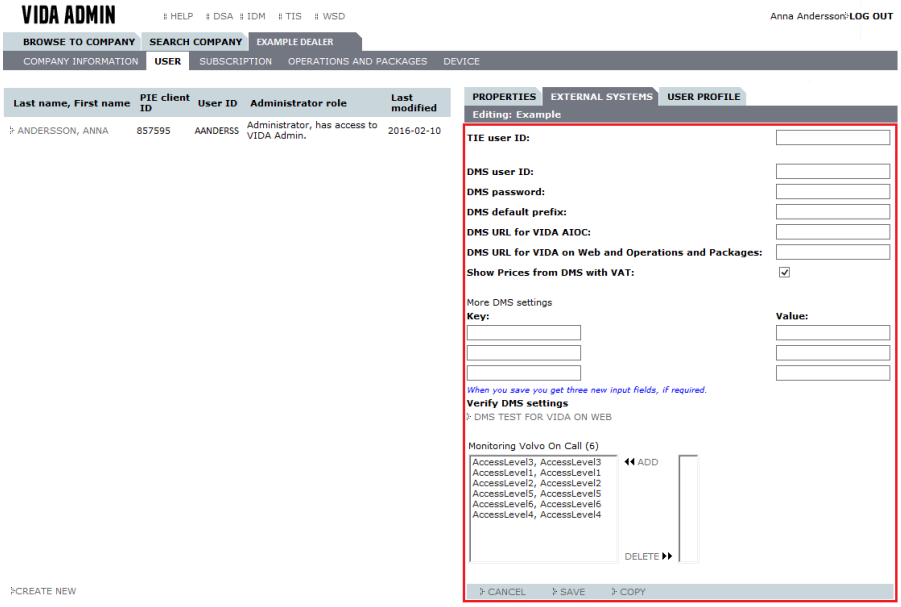

Fig. 28 Settings in TIE

5. Click SAVE.
   → The changes are saved. It can take a couple of minutes before the change takes effect.
6. Log in to VIDA.
   → The new TIE settings are retrieved.

4.12 Remove a user

If a user is not to use VIDA any longer, the user must be removed from the system.

For temporary removals, log onto IDM, select Make a process request, modify the external user ID and confirm by unselecting Active. The user cannot log on until the box is ticked again.

NOTE

A user who is inactive for longer than one year is automatically removed from the system.

1. Log in to VIDA Admin.
2. Select the USER tab.
   → A list of the company's users is displayed.
3. Select the user to be removed.
   → Information about the user is displayed.
4. Select the DELETE button.
   → The user is removed.

NOTE

If a user is removed from VIDA Admin, also remove the user from IDM.

To access IDM, please go to http://vcccds.volvocars.biz

5 TROUBLESHOOT

5.1 Messages when logging in

When logging in the user may be shown certain information or error messages. This chapter presents such messages with corresponding information on why they appear to the user.

5.1.1 User: [username] not found

User: [username] not found

The username is most likely missing in VIDA Admin.

Ensure that the user is supposed to have access to VIDA and:

- Add the user to applicable Partner ID in VIDA Admin.
- Inform the user to run the Registration Guide for Subscription available at the VIDA Login page.

5.1.2 Valid subscription missing

Access denied since no valid subscription was found.

If you have recently made a subscription or user change in VIDA Admin it can take up to a couple of minutes before the change can be downloaded to VIDA. Wait two minutes and try again.

Check that:

- the user is both registered and included in a subscription.
- the subscriptions are still active and that they have not expired.

5.1.3 Inactive user ID

The following error messages, when logging in via VCAM, mean that the user is set to Inactive in IDM:

The following error messages, when logging in, mean that the user is set to Inactive in IDM:

Your status is set as inactive. To have your status reset, please contact your administrator.

To remedy this go into IDM and reset the user's profile:

1. Log in to IDM.
2. Find the user and change status from Inactive to Active.

If the user is set to Active but still receives error messages as described above, contact the sales company for assistance.

5.1.4 The user's login-ID is already in use

The key field must be unique, there is already another key value equivalent to the one you just tried to create.

This error message means that another user already exists who has this exact user ID. The user may exist at another company, where they do not have authorization and therefore the user cannot be found. If the first user is incorrectly stored, contact the sales company for assistance.

5.2 The user cannot access information or functions

If the user cannot access the information or functions required the VIDA administrator must check the following:

- That the user is in the correct subscription.
- If user profiles are used to exclude functions or information for a user. Check the user profile in VIDA Admin to see if the profile settings prevent the user from accessing functions or information.
- If the subscription package includes the required functions and information.

5.3 Rules for subscription start and expiry dates

Note

This applies to independent workshops only.

When a new subscription is shown in VIDA Admin the subscription can be activated, from that day's date or a later date. Activation starts a countdown which determines the end time.

An active subscription displays start and end times. The subscription functions up to and including the end time.

5.4 If the subscription is not displayed

Note

This applies to independent workshops only.

If you have ordered a new or updated subscription in the web shop and this is not shown in the list of subscriptions, contact your local sales company for assistance. Indicate whether you received an acknowledgment by e-mail from VIDA and/or the web shop or not.

5.5 Activation and controls for start and end time for time limited subscriptions

Note

This applies to independent workshops only.

When a new time limited subscription is displayed in VIDA Admin, activation of the subscription can be selected. Activation can occur from the day's date or at a later date. Activation starts a count-down that determines an end date depending on the length of the subscription. A subscription cannot be used until it has been activated.

An active subscription displays start and end times. The subscription functions up to and including the end time.

6 FAQ

6.1 Preload Large Software and Preload Wiring Diagrams

This chapter contains FAQs about preloading large software files and wiring diagrams:

- *What preconditions are needed in order to enable the functions Preload Large Software and Preload Wiring Diagrams?*
- *Is it necessary to be logged on to the VIDA client to start the preloading of large software or wiring diagrams?*
- *How large is a file being downloaded to the NAS drive?*
- *Can all downloaded large files be copied from one NAS drive to another?*
- *Will the VIDA client keep the computer running while large files are being downloaded or will the computer go into sleep mode?*
- *Will there be a session timeout while the VIDA client is downloading large files?*
- *Will all active VIDA clients download all large software files at the same time?*
- *Is it necessary to download a complete large software file again when an active VIDA client stops downloading it?*
- *How does Preload Large Software work?*
- *How much space will the downloaded files take up on the NAS drive?*
- *Are the available large software files market specific?*
- *Are the wiring diagram PDF files language specific?*

6.1.1 What preconditions are needed in order to enable the functions Preload Large Software and Preload Wiring Diagrams?

The following preconditions are needed:

- A NAS drive, available on the network, that can be accessed by all VIDA clients in the workshop.
- The path to the NAS drive must be configured in VIDA Admin
  - for large software under the tab [Company Name] → Company information → Settings → NAS drive for large software or,
  - for wiring diagrams under the tab [Company Name] → Company information → Settings → NAS drive for wiring diagrams

  The path needs to be in the following format:
  \\UNCpath\SubfolderIfNeeded\

Both functions can be turned On or Off. It is also possible to set a time interval for when a VIDA client should download the files. This setting is user-specific and will be present on all VIDA clients the user logs on to. The time needs to be set in 24 hour format.

Note

Set a time interval which is outside the workshop's normal working hours in order to prevent high load on the local network during work hours. For example 18:00–06:00, but not later than 21:00–06:00.

The preload starting time must be within 4 hours after logging onto the VIDA client, because the VIDA client will time out after 4 hours of inactivity.

6.1.2 Is it necessary to be logged on to the VIDA client to start the preloading of large software or wiring diagrams?

Yes, you need to be logged on to the VIDA client in order to start the preloading of large software or wiring diagrams.

Log on to the VIDA client and leave it running during the time interval scheduled for the download. However, the VIDA client will time out after 4 hours of inactivity. Therefore you must start the VIDA client within the 4 hours before the download is scheduled to begin.

Note

If the VIDA client times out due to inactivity before the download is scheduled to begin, it will not be able to start the download.

6.1.3 How large is a file being downloaded to the NAS drive?

As of July 4, 2018:

Large software file: approximately between 5 MB and 900 MB in size.

PDF file for wiring diagrams: approximately between 1 MB and 900 MB in size.

6.1.4 Can all downloaded large files be copied from one NAS drive to another?

Yes, all downloaded large files can be copied from one NAS drive to another.

It is important that the same folder structure is kept. All `*.vbf` and `*.XML` files that exist on one NAS drive must be copied to a folder called PROD on the other NAS drive. The PROD folder should be located in the root directory on the NAS drive.

6.1.5 Will the VIDA client keep the computer running while large files are being downloaded or will the computer go into sleep mode?

No, the VIDA client will not keep the computer running while large software or wiring diagram files are being downloaded if the computer is configured to go into sleep mode.

Check the settings for Power Options, available from the Control Panel and ensure that the computer is not configured to go into sleep mode. Consult with local IT support if needed.

Note

Please be aware that any energy-saving settings or routines on your computer, the network, or at the workshop that turn off stations, servers, switches, routers etc might prevent the automatic download of large files.

6.1.6 Will there be a session timeout while the VIDA client is downloading large files?

No, there will not be a session timeout while the VIDA client is downloading large files.

The VIDA client will remain active as long as there are any files available to download, provided that the computer is not configured to, for example, go into sleep mode after a certain time. The VIDA client will time out 4 hours after the last file has been downloaded to the NAS drive.

6.1.7 Will all active VIDA clients download all large software files at the same time?

No, only one VIDA client per dealership will download large software files to the NAS drive at a time.

A file named `softwarelockfile.xml` will be created on the NAS drive by the first VIDA client that starts to download the large software files. This file prevents other VIDA clients to access the NAS drive at the same time. There will never be two clients downloading to the same NAS drive at the same time. The file `softwarelockfile.xml` will include information about what software file that is being downloaded. It will also inform other VIDA clients to not start downloading any other files at the same time.

Another VIDA client will continue the downloading if the file `softwarelockfile.xml` has not been changed within 30 minutes. This means that the NAS drive will become accessible for other VIDA clients after 30 minutes if the first client crashes, stalls, is blocked or stops for another reason.

6.1.8 Is it necessary to download a complete large software file again when an active VIDA client stops downloading it?

No, it is not necessary to download a complete large software file again when an active VIDA client for some reason stops downloading the large software file to the NAS drive. The download of the same large software product resumes as soon as the VIDA client becomes activated for downloading large software files again.

6.1.9 How does Preload Large Software work?

Each time a user logs on to a VIDA client, it will check if the NAS drive (configured in VIDA Admin) can be accessed. If the NAS drive can be accessed, a list of all large software files available on the central system are downloaded to the NAS drive. The list is named `softwareMetadatafile.xml`. The list and the software products already available on the NAS drive are compared. All large software products that do not exist on the NAS drive will then be downloaded one after the other.

6.1.10 How much space will the downloaded files take up on the NAS drive?

As of July 4, 2018:

Large software files: approximately 124 GB.

PDF files for wiring diagrams: approximately 2.8 GB.

6.1.11 Are the available large software files market specific?

Currently not. All VIDA clients around the world will download the same software files.

6.1.12 Are the wiring diagram PDF files language specific?

Yes, wiring diagrams are language specific. Which language will be downloaded depends on which language is used when logging onto the VIDA client that will download the PDF files to the NAS drive.

7 ABBREVIATIONS

For further terms and abbreviations, *see chapter 2.12 Support on page 7*

7.1 Abbreviations

DMS – Dealer Management System
GPSS – Guaranteed Price Service System
GUID – Globally Unique Identifier
ID – Identification
IDM – Novell Identity Manager
PIE – Product Information Exchange
TIE – Technical Information Exchange
TIS – Technical Information Shop
URL – Universal Resource Locator
VTI – Volvo Tech Info
WSD – Workshop System Dashboard

8 HISTORY LOG

8.1 47US13

Added instructions for Monitoring Volvo On Call access levels in the EXTERNAL SYSTEMS chapter.

8.2 47US14

Added more information about the Shared drive for Large Software functionality.

All information about VIDA All-in-one and VIDA on web has been removed.

8.3 47US15

More specific information has been added in *The COMPANY INFORMATION / SETTINGS tab* chapter regarding the readout master.

8.4 47US16

The copyright year and the table covering the package combinations for independent operators have been updated.

8.5 47US17

Shared drive has been removed. A NAS should always be used instead.

Information about Wi-Fi has been revised as the Wi-Fi roll out project has started.

Work list settings/Default job number has been added.

8.6 47US18

Content updated concerning NAS drive.

8.7 47US19

Content added concerning VIDA users for VOC (Volvo Cars app) only.

Updated subscription packages table.

8.8 47US20

Updated subscription packages table.

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