



Volkswagen Electronic Service Information System

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How to properly remove VESIS, if necessary, and how to reinstall VESIS:

VESIS

- 1) Right-click on your VESIS icon, located on the desktop, and choose “**delete**” from the small menu of choices. (It goes to the Recycle Bin)
- 2) Go to “**Start**” / “**Programs**” and open “**Windows Explorer**”.
- 3) Once Windows Explorer is open, locate your “**C:**” drive and double-click on it to open it.
- 4) Under your “**C:**” drive, you will see many folders.
- 5) The folders we want to locate are “**e_Bahn_v**”, “**e_bahn_r**”, and “**esis32**”.
- 6) Please right-click on each folder, and choose “**delete**” from the small menu of choices. (This will send them to the Recycle Bin)

NOTE: if you also have **AESIS** on the computer, you **DO NOT** want to delete “**e_bahn_r**”, however, you do want to open “**e_bahn_r**”, and delete a folder in there called “**v_usr**”. (Right-click on “**v_usr**”, choose “**delete**”, and it goes to the Recycle Bin.)

- 7) Once all those folders are deleted, close the Windows Explorer window.
- 8) Then, right-click on your “**Recycle Bin**”, and choose “**Empty Recycle Bin**”.
- 9) Then, right-click on your “**Start**” button, and choose “**Open**”.
- 10) In this window, double-click on “**Programs**”, and if you see a “**VESIS**” folder in there, right-click on it and choose “**delete**”. (It goes to the Recycle Bin).
- 11) Close this window now, and right-click on your “**Recycle Bin**”, and again choose “**Empty Recycle Bin**”.

Removing & Reinstalling VESIS (instructions continued)

Once this is all complete, please re-boot your PC, by going to **“Start”** / **“Shut down”** / choose **“restart”**, and click **OK**.

Once rebooted, install your original key disk, and run setup from it. You can do this by:

- 1) Double-clicking on **“My Computer”**, then double-clicking on **“3 ½ Floppy A:”**
- 2) Then double-click on **“Setup”**, NOT **“Setup1”**.
- 3) It should then say **“Welcome to Part 1”**, and you want to click on **“Begin”**.
- 4) Then click **“OK”** for storing files on the **“C:\”** drive, and **“Yes”** to confirm that entry.
- 5) You should then arrive at the **“Registration Screen”**, where you can enter your dealer information, as well as your original serial number.

NOTE: If you cannot get this far, do not have your serial number, or the key disk tells you it's been used for a previous installation, you may contact us right away for assistance with reinstalling. If you have gotten as far as the **“Registration”** screen, and you DO have your original serial number, then proceed with entering that information.

- 6) Once entered, click on **“OK”**, then click on **“Yes”** to verify, and you should be prompted with a **“Site License Agreement”**, of which you DO want to accept.
- 7) Following accepting the License Agreement, it should say **“Preparing Key Disk for installation”**, and the final screen you should see, should say **“Part 1 Complete”**, at which point you want to click on **“OK”** to complete it.
- 8) Once that is complete, close all the windows, go back into **“My Computer”**, and insert your VESIS CD Library or VESIS DVD disc into the drive. Wait a minute, and you should see the word **“VESIS”** or **“VESIS Lib”** appear next to the CD drive letter.
Example: D:\VESIS Lib
- 9) Double-click on this drive, then double-click on the **“Setup”** file in this window.
- 10) From there, just follow the on-screen instructions until it starts to copy files.

Removing & Reinstalling VESIS (instructions continued)

During the installation of Part 2, it should prompt you to install Internet Explorer at the beginning (unless you already have it installed) and you want to do that by following the on-screen instructions. Once it is completed installing Internet Explorer, it will reboot your PC for you automatically.

Once you are rebooted, it should bring you right back to the VESIS CD window where you just ran **“Setup”** from, and you want to double-click on **“Setup”** again to continue the installation of VESIS.

Towards the end of the installation, it will prompt you to install Adobe Acrobat 4.0 (if you don't already have it installed), and you want do that by following the on-screen instructions. Once it is complete it may or may not prompt you to reboot, but you should anyway, as this is good normal practice after installing ANY software package.

Once you are rebooted, test VESIS, and if problems persist as they had previously, please contact VESIS Software Support at (800) 426-1617.